LDRPS User Guide

Release 9.0

Strohl Systems Group, Inc., 631 Park Avenue, King of Prussia, PA 19406, USA

Printed in the USA.

Reference Number: A00-09-29

Special thanks to the LDRPS Core Team for their hard work and dedication:

N. Anderson	M. Bicking
D. Gambone	J. Harrison
A. Levy	E. Meyers
K. Pyatt	K. Sherman
K. Strohl	T. Ting
M. Welde	

Strohl Systems would also like to thank our employees and our many customers who contributed to the success of LDRPS 9.0.

Contents

CONTENTS

Welcome to LDRPS

Welcome to LDRPS, the most powerful tool available to assist you with business continuity planning. LDRPS helps you structure your planning, gather information from your entire organization, and organize it into effective, dynamic plans.

The LDRPS Family of Products

The LDRPS family of products provides high-quality business continuity planning solutions for organizations of all sizes and levels of complexity.

LDRPS DRP-EZ

DRP-EZ is a single-user system designed for smaller organizations.

It contains the key features needed to develop effective business continuity plans, including support for multiple plans and transaction disbursement to and plan consolidation from a Multi-Level PLUS (ML+) or higher product.

DRP-EZ does **not** include the following functions contained in the ML+ products:

- Question and Answer Processor
- Plan Manager
- Screen Editor
- Employee Call Tree
- The ability to assign software, supplies, equipment, telecommunications lines, vital records and teams to processes
- The ability to assign equipment to telecommunication lines
- The ability to assign alternate workstations
- Disbursement to and consolidation from another LDRPS product

To clarify the last point, a DRP-EZ product can't exchange plans or transactions with another DRP-EZ product. Rather, a DRP-EZ can communicate only with a ML+ or higher product in two specific ways. It can receive plan information and standards from the higher product, and it can send transaction data back to it.

LDRPS Multi-Level PLUS

LDRPS Multi-Level PLUS is a full-featured, comprehensive, single-user system designed for large organizations with multiple departments or locations. Ideal for decentralized planning, LDRPS Multi-Level PLUS lets end-users contribute to plan development, and promotes centralized project management.

LDRPS Multi-Level PLUS LAN and WAN Versions

LDRPS Multi-Level PLUS LAN Version and LDRPS WAN License are powerful multi-user systems that incorporate all of the features of LDRPS Multi-Level PLUS, and allow simultaneous user access. These products are designed for large organizations with departments and locations that are linked via a LAN or WAN. Multiple employees from different departments or locations can develop and maintain recovery plans and integrate them into the master or corporate plan.

LDRPS Client / Server

LDRPS Client / Server is a full-featured, multi-user version of the product that can store plan information on database servers (e.g., Oracle, SyBase, SQL Server, etc.). This enables database replication, enterprise-wide access, increased performance, and many other capabilities. The Client / Server version is fully compatible with the LAN version in both functionality and plan roll ups.

LDRPS Web

LDRPS Web is a multi-user product that lets users access, build and print plans through an internet browser, effectively giving your organization the ability to update your plan information from anywhere in the world. It eliminates the need to coordinate and maintain multiple databases.

LDRPS Enterprise-Wide License

Strohl systems also offers a license for enterprise-wide use of LDRPS. If you think your organization would benefit from such a license, contact Strohl Systems at 1-800-634-2016 or 610-768-4120 for more information.

Using this Book

This User Guide describes how to set up and use LDRPS. Chapters 1-5 cover general user features like building and printing plans. Chapters 6-16 are intended for the LDRPS administrator who will be defining phase structures, customizing, defining LDRPS Security, and performing database maintenance.

Throughout this book you'll see frequent mention of the brokerage firm XYZ Financial Services. This is an entirely fictitious company included only to illustrate practical examples of building plans with LDRPS. Any similarities to an actual company are coincidental.

Other Documentation

The full LDRPS documentation set includes the following books:

Crystal Reports User's Guide

This guide provides detailed instructions on using Crystal Reports software, which is integrated with LDRPS.

The Business Continuity Planning Guide

This guide is a primer on business continuity planning. Written by BCP professionals, it provides a detailed look at the basics of continuity planning. Using Strohl Systems' proprietary PR4 methodology, it presents an overview of the business continuity planning process and reviews the tasks and teams involved.

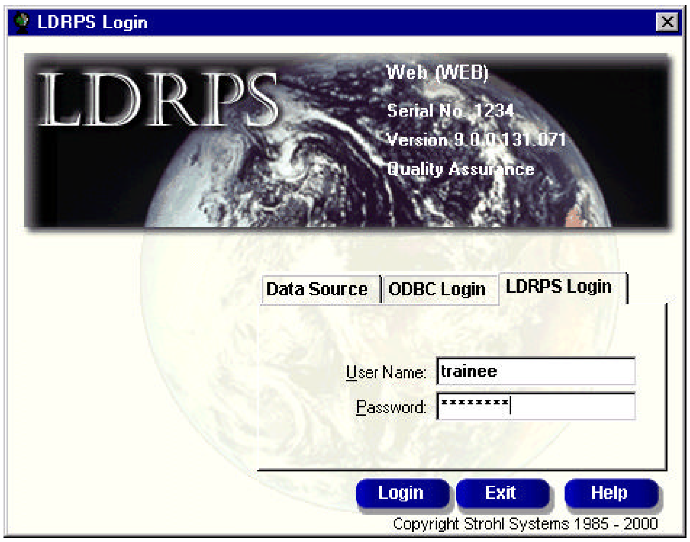
1

Getting Started With LDRPS

Accessing LDRPS

To start LDRPS, double click the LDRPS 9.0 icon in your work space or select Program > Strohl > LDRPS 9.0 from the Start menu. This Login screen displays.

Each LDRPS user has a login ID and password assigned by the system administrator. This is the first level of security in LDRPS to protect your critical business information. The system administrator also defines which plans and system functions you can use once you open LDRPS.



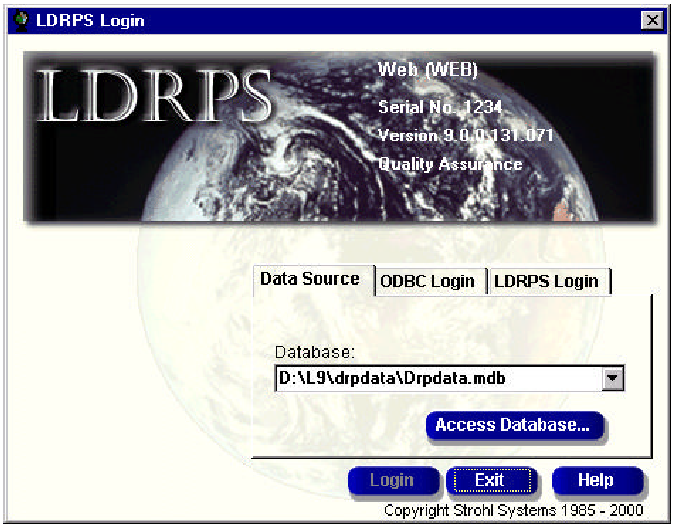
Your system administrator gives you a user name and password. Once you log in, you can change your password by choosing Tools > Options.

Enter your user name and password, then click the Login button.

Selecting a different LDRPS database

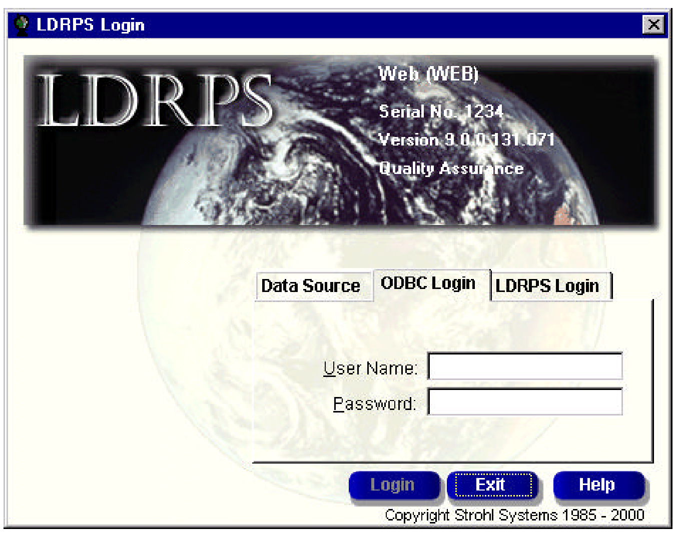
The data source tab lets you choose an LDRPS database. When LDRPS is first installed at a new location, this defaults to the database installed with LDRPS. If your company has been using LDRPS, it defaults to the last database used.

Most of the time you won't have to worry about selecting a database. But if you have multiple databases at your organization, you can choose the one you want here.



If you have multiple databases, you can select one here. Most users won't need to make this change.

The ODBC Login tab appears only for the Client / Server version of LDRPS. This user name and password provide an extra level of security.



If you are running LDRPS Client / Server, your administrator will give you an additional login or will disable this tab.

To log into LDRPS

1. From the Start menu, select Program > Strohl Systems > LDRPS. The LDRPS Login screen opens.
2. Enter your user name and password.
3. If you are running LDRPS Client/Server, enter the OBDC user name and password.
4. Click OK. The LDRPS home page opens.

To change your user password

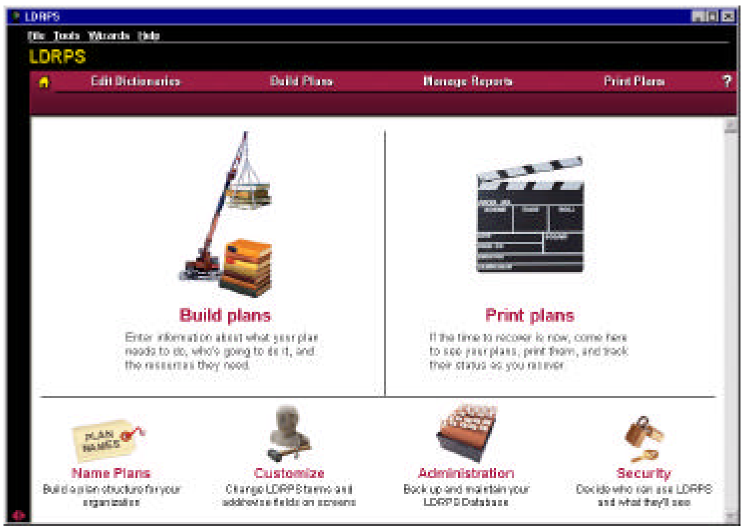
1. Select Tools > Options. The Options dialog box opens.
2. Click the Change Password button.
3. Type in your previous password to verify the change.
4. Enter a new password. Click OK.
5. Retype your new password to verify it. Click OK.

To exit LDRPS

1. Select File > Exit from the LDRPS menu bar.
2. If you receive a confirmation message, click Quit.

Using the LDRPS Home Page

The LDRPS home page displays a set of icons that give you access to LDRPS functions. Click on an icon or a tab in the navigator bar to open a function.



If you have Strohl Systems' Business Impact Analysis (BIA) product installed, a link to it will display on the LDRPS home page.

Your LDRPS user ID determines what you see on the home page. Some of these icons are advanced functions that only your system administrator will perform, so these links won't be on the home page for most users. For example, if you don't have permission to customize LDRPS, that icon will be absent from your home page.

When you click one of these options, the corresponding LDRPS screen opens. Each page includes an overview that tells you the purpose of the screen.

Navigating in LDRPS

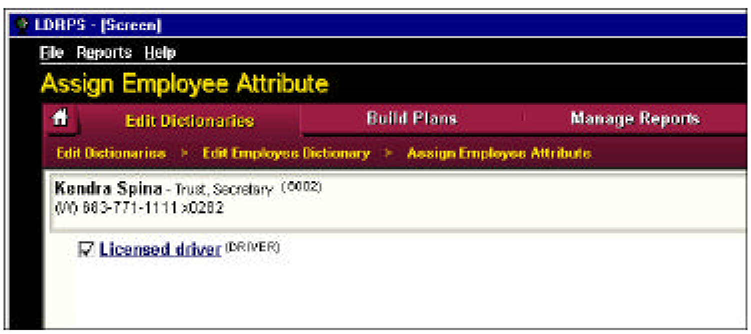
Once you have moved off the home page, there are several ways to select screens in LDRPS. The Navigation bar at the top of the LDRPS screen takes you to Edit Dictionaries, Build Plans, Manage Reports, or Print Plans.

Clicking the icon always takes you back to the LDRPS home page, while the icon takes you to the Help home page. We'll discuss the Help home page shortly.

Once you open an LDRPS function, the history bar tracks the screens you open. For example, if you open Build Plans, select the Teams category, choose a team to edit and click the Positions button, the history bar reads:

Build Plans > Team Summary > Edit Teams > Edit Team Positions

Each of these screen names is a hypertext link, meaning you can click on a name in the bar to return to that screen.



The history bar helps you to keep track of where you are in LDRPS by showing the screens you've opened. You can jump back to one of them by clicking that name in the bar.

Most LDRPS entry screens have New, Save, Close and Cancel buttons. Clicking New creates a new record. The Save button records your changes in the LDRPS database. Cancel erases what you've done since the last time you clicked Save and closes the screen. Close saves your changes before exiting.

If you're editing a record and click on one of the navigation bar options, your record will be saved before the new screen opens.

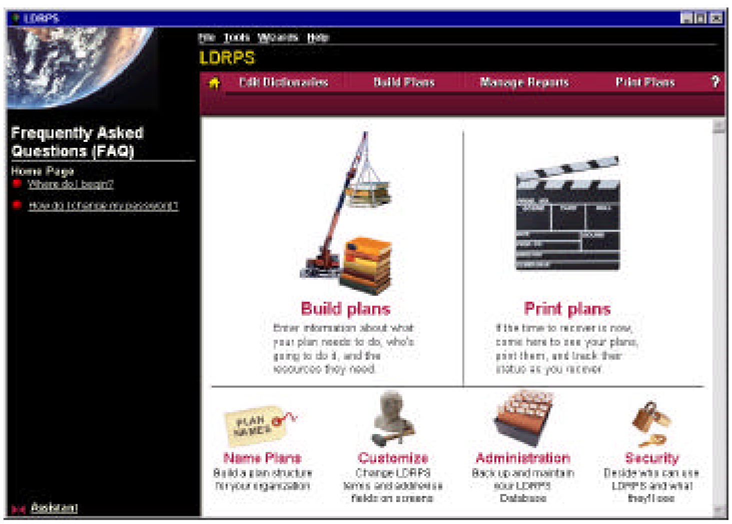
Getting Help in LDRPS

If you ever get stuck in LDRPS and need instructions on what to do next, it's easy to get the help you need. LDRPS contains step-by-step help called Frequently Asked Questions (FAQs), field-level help in entry screens, and overviews of how to get started setting up your system and building plans.

If you want to see detailed instructions, you can even read this LDRPS User Guide online.

Using Frequently Asked Questions (FAQs)

LDRPS features a comprehensive help system customized to instruct you about the work you are performing. This help, called Frequently Asked Questions (FAQs), displays to the left of your LDRPS work area when you choose Help > Show me FAQs.



Select Help > FAQs or click the FAQs link in the lower left to see help topics for the screen you're using. Click the Assistant link to return to the Plan Assistant.

FAQs are designed to display for the screen you are using at the time. So, if you are on the Import screen and open FAQs, the topics that display tell you about importing. Use the search to locate a topic not on that screen.

If you are very familiar with using LDRPS and need help on only the most complicated tasks, go to Tools > Options and click “Show Only Advanced FAQs”. This will eliminate basic topics from the FAQ list for each screen.

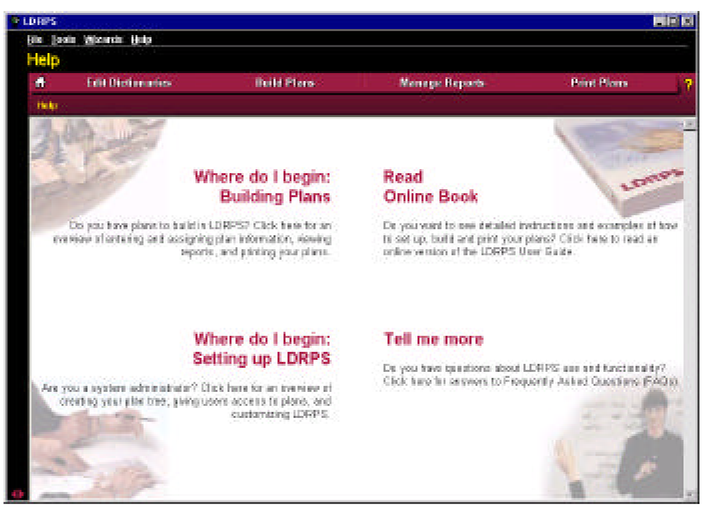
Using Field-level Help

If you have questions about how to use a field on an LDRPS entry screen, click on that field and press F1 to view a description of it. Close the help box by clicking the X in the upper right corner.

Certain fields are more complex than others. For example, what you enter in the Last Name field on an Employee entry screen is obvious, but how to use the Allowable Delay field on the Processes screen may not be so apparent. So some fields are tagged by LDRPS as advanced, and the help for those fields displays automatically when you click on them.

Using the Help Home Page

Clicking the ? icon in the navigator bar takes you to open the Help home page.



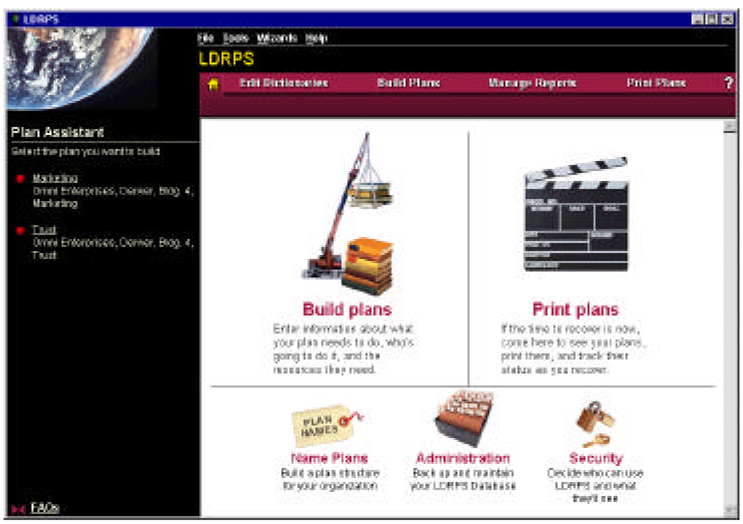
Whether you’re not quite sure how to begin or you just want more information, click an option here to get the help you need.

The Help home page has four links. The "Where do I begin?" topics guide the administrator through setting up LDRPS and a basic user through building and printing plans. Tell Me More brings up the LDRPS help system. Read Online Book opens an electronic copy of this manual, which contains more extensive instructions on using LDRPS functions, with overview material and examples.

Plan Assistant

Would you like a planning expert to guide you through building your plans? The LDRPS plan assistant is the next best thing. It breaks down everything you need to do as a series of steps. When you click on a step, the assistant takes you to the screen where you'll enter that information.

If you have an assistant assigned, it will display automatically on the left side of the home page.

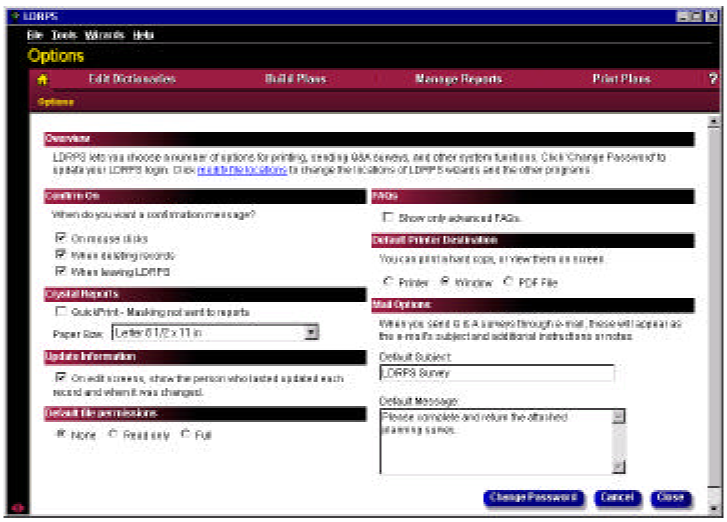


To hide the plan assistant, click the icon in the lower left corner of the home page. To reopen it, click .

For more details, see "Using the Plan Assistant" on page 81.

Setting User Options

To change your LDRPS password or change other LDRPS settings like your default print destination, select Tools > Options.



Except for changing your password, these options are specific to your workstation, not to LDRPS in general.

The choices you make on this screen apply only to your own workstation, not to your user ID. For example, if you set the default printing location to "Window", any user who logs into LDRPS on your PC and prints plans will also have that default. On the other hand, if you use LDRPS on another PC, these settings could be different even if you log in under the same user name.

Confirmation messages

Confirmation messages are a safety net of sorts, double-checking with you before finalizing actions you perform in LDRPS. For example, LDRPS may ask if you are sure you want to delete information or log off.

Report settings

If you choose the Quick Print option, changes you make to field names don't appear when you print reports (the original names appear instead). This increases the print speed. If you're test printing many reports, you may want to turn this option on, but you'll probably want to disable it for final printing.

The paper size field defaults to 8 1/2 by 11, but you can change it to accommodate your printer. For example, if you are based in Europe and use A4 paper, you can change that to the default.

Record update information

If you want to see the last time a record was updated and who made the change, click this check box. This information displays in the upper right corner of the entry screen.

Document permissions

Documents added to LDRPS on your workstation carry the default file permission you set here. Keep in mind that you can change this setting for specific documents when adding them to plans.

When you choose an option here, it applies to all users who have less access to LDRPS than you do. For example, Superusers can set their default document security to none, meaning only users logged in as Superuser will be able to view and edit a document Superuser adds to LDRPS. Read-only means you can view the document and assign it to plans, but not edit it, while Full lets users edit the document.

Frequently Asked Questions (FAQs)

This check box prevents basic help topics from displaying in your Frequently Asked Questions (FAQs) list. To see all help topics, remove this check.

Print destination

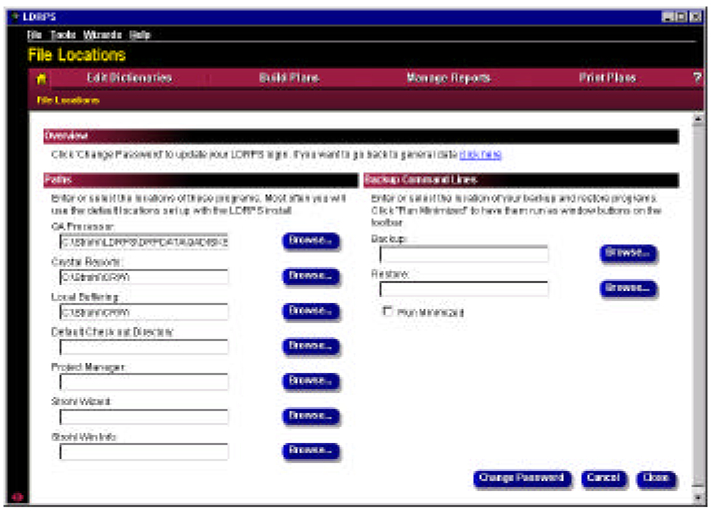
This selection defaults when you print plans, though you can choose a different option at any time. Sending to a printer produces a paper copy. Printing to a window shows the plan on the LDRPS screen. PDF saves the plan as a file you can view with the Adobe Acrobat Reader and distribute as needed.

Mail options

This section lets you enter a default subject heading and message for Question and Answer Processor surveys you send through e-mail. You can change these when you send the surveys, if needed.

Setting File Locations

The file locations screen shows the paths for the Question and Answer Processor, Crystal Reports and other tools. Many of these locations default during the install and may never need to be changed. You will supply other information, like the location of your project management software.



Most of these paths will be set up by the LDRPS install or by your administrator, so changing them isn't likely.

These paths, like general user options, are workstation-specific.

Setting up a backup/restore program

If you have not already done so through the Administration screen, you can point to your backup/restore program here. Click the Browse button to select the name and path of the program.

There are many backup programs currently on the market, and most operating systems come with their own backup programs.

If you want the backup or restore to run as a window button on the task bar, select Run Minimized.

Products, Services, and Technical Support

At Strohl Systems, our goal is to provide you with printed and online documentation that is complete, accurate, and easy to use. However, if you are confronted with a question that can't be answered by the documentation, you can contact our Technical Support staff 24 hours a day, 7 days a week at 610-768-4120 or 800-4-STROHL (800-478-7645).

For more information on other Strohl products and services, including BIA Professional, Strohl's business impact analysis tool, see the Strohl Systems web page at **www.strohlsystems.com** or your local Strohl Systems distributor.

2

Overview: Building Plans

This chapter introduces the basic concepts involved in building your business continuity plan with LDRPS. If you are new to business continuity planning or need a refresher, see Strohl Systems' *Business Continuity Planning Guide.* It describes Strohl Systems' PR4 continuity planning methodology and will show you how to build a business continuity plan step-by-step.

Pre-Planning: Business Impact Analysis

A Business Impact Analysis (BIA) is the foundation for all business continuity planning programs. It identifies the financial and operational impacts that may result from a disruption in your daily business or organization operations.

A BIA helps define the ramifications if individual locations, business units, or processes are disrupted or lost. The BIA quantifies outage costs over periods of time and identifies vital functions and dependencies. Most importantly, it provides management with reliable details about potential impacts and costs, and establishes the basis for setting priorities and selecting proper strategies for recovery.

A business impact analysis is the first step in planning for business continuity or recovery. It provides you with clear, comprehensive, and accurate information so you can make informed decisions about your business continuity programs.

A business impact analysis reveals:

- how prepared you are to deal with a disruption,
- what technology and special resources you require for recovery,
- critical information systems support, and
- whether you face extraordinary expenses to continue operations after a disruption.

Senior management uses this information to decide:

- which business units, operations, and processes are absolutely essential to the survival of the organization,
- how quickly essential business units or processes have to be back in operation before the impacts are catastrophic,
- which recovery alternatives are the most realistic for meeting the recovery timetables,
- which resources are needed to resume operations at a survival level for the essential parts of the business, and
- what must be in place prior to a disruption to meet the recovery timetables.

This information and these decisions form the foundation of the organization's business continuity strategies.

Strohl Systems produces the industry's leading software for business impact analysis, BIA Professional, and maintains a staff of experienced consultants who are ready to help at any stage of your business continuity project.

Keeping Continuity Plans Up to Date

LDRPS, or Living Disaster Recovery Planning Systems, bases its name on the dynamic, continually refreshed data that is so crucial to a successful contingency plan. The word "living" is used because this data changes as your company changes. All living data -- the data dictionaries and the specific plan information -- is stored in the LDRPS database.

Out-of-date information can add unnecessary complications, wasted time, and avoidable expense to your business recovery processes. Plans identifying employees who are no longer with the company, phone numbers that are out of service, or critical procedures for business processes that are out of date all require costly time to update before you can take effective action. Many companies make the mistake of building a plan, printing it out, and putting it on the shelf until the business interruption hits. Continuity plans must be kept up-to-date, tested, and enhanced regularly to ensure that they are accurate and effective.

The living part of your plan includes critical information that changes often. You maintain this living data in the LDRPS database through the Dictionaries and Build Plans tools and access it through a variety of reports.

You will also include documents describing the philosophy and purpose of your business continuity program, recovery policies, and procedures. When you print your plans, these documents are combined with your living data to generate a complete, current business continuity program.

Steps for Building a Plan with LDRPS

There are seven basic steps involved in building continuity plans with LDRPS. Additional steps may be required if, for example, you are working in a decentralized environment or plan to use the LDRPS Import function to load data records from another application. Use these steps as a guideline and adapt them to your own situation.

Step	LDRPS Tool
Step 1: Develop Continuity Planning Policies and Procedures Define your planning philosophies, polices and procedures in documents you'll include with your printed plan.	Edit Dictionaries, Build Plans (Documents)
Step 2: Define Phases and Plan Structure Break down your planning effort into phases, then create plan names for each level within a phase. Your plan tree will mirror the physical structure of your organization so that you can build a comprehensive set of plans.	Name Plans
Step 3: Determine Plan Output Review the standard reports included with LDRPS and determine the types of plan information you will want to see if a business interruption occurs. Decide whether you will need any custom reports and what they should contain, then create them by changing standard reports or designing new ones.	Manage Reports
Step 4: Build a Table of Contents Set up a table of contents (TOC) for each of your business continuity plans. These TOCs define which documents and reports are included in a printed plan, standardizing the content and format of plans across your organization.	TOC Editor
Step 5: Collect plan information Enter critical plan data into LDRPS and assign existing information from your LDRPS dictionaries to each plan. Build teams and list the responsibilities of each team member.	Edit Dictionaries, Build Plans, Import, Q&A Processor

Step	LDRPS Tool
Step 6: Perform Project Management (Optional) If you want to supplement your plans using project management software, export team and plan information.	Export
Step 7: Print the Plan Print your plans for frequent testing and review, as well as when needed to respond to a business disruption.	Print Plans

Step 1: Develop continuity planning policies and procedures

You'll begin by writing your continuity planning polices and procedures, outlining your philosophies and methods. These documents will make up the first part of your LDRPS plans. You generally write these documents early in the planning process and rarely change them. LDRPS organizes these documents and makes them accessible with a mouse click.

Auditors and senior management often require and look specifically for this type of information as part of a complete business continuity plan.

You can use Strohl Systems' sample document set as a starting point in developing your own policies and procedures. See the sample plan section later in this chapter for a list of these documents.

Step 2: Define your phases and plan structure

Next you'll break down your planning effort into phases. Phase structure varies by organization depending on your planning philosophy, but generally your plan names will mirror the physical layout of your company along with some of your organizational structure.

To organize a project of this magnitude effectively, you need to use a phased development approach. Structuring a plan into manageable phases is a key to success and is a necessary starting point for the Business Continuity Coordinator.

The number of phases and exact breakdown of a business continuity plan depend upon your organization's philosophy of business continuity planning, its facilities and their locations, and the information you gather in your business impact analysis.

For more information see “Building Your Plan Tree” on page 115.

Step 3: Determine plan output

You’ll want to review the standard reports included with LDRPS and consider the types of plan information you will need to generate and review at the time of a business interruption. You’ll also determine whether you will need to create any custom reports and decide what they should contain.

Standard reports show your vital plan information in a variety of professionally designed formats. There are many standard reports included with LDRPS to give you quick access to accurate plan information. You can print selected information in these reports based on selection filters that you create.

Custom reports

LDRPS includes Crystal Reports, a sophisticated report writer that lets you tailor your plan reports to meet your needs. You can customize any of the standard reports included with LDRPS, or you can create new reports to your own specifications.

For more information see “Managing LDRPS Reports” on page 85.

Step 4: Create a table of contents

A table of contents determines the documents and reports that will be included in a printed plan. This lets you standardize the format and contents of plans throughout your organization. Each plan has a default table of contents assigned.

Once you’ve created the assumptions, overview and other documents you want in your plan, building a table of contents organizes them in the order you want. Later, when you review reports and create new ones, you can update the table of contents to reflect your changing plan requirements.

Step 5: Collect plan information

The next step is to build your plans by entering critical data into LDRPS and assigning existing information from your LDRPS dictionaries. You then create teams and describe the tasks each team member will perform. LDRPS collects the information you enter and produces it as a detailed action plan to implement if a disruption takes place.

Your business continuity plans contain the critical information you need to respond to and recover from a business disruption. Employee phone numbers, vendor services, customer representatives, critical process descriptions, hardware and software requirements, vital records storage locations, and directions to your off-site locations are examples of the information you will need to have at your fingertips.

You enter this vital information and assign it to your plans in the Build Plans section of LDRPS.

For more information see “Building Plans” on page 39.

Importing existing information

The fastest and most reliable method of entering information into LDRPS is through the Import function. Import allows you to copy data from other automated systems directly into your LDRPS database. For example, most companies have an automated personnel system from which they can obtain employee records and a customer database from which they can copy customer records. Some have a fixed asset or inventory system from which they can import equipment, assets and supply records.

It saves you data entry time by bringing any existing information you have into LDRPS, and helps you avoid the possibility of entering incorrect information.

Import performs field-level validation on the imported files to ensure that no duplicate or invalid data is imported into the LDRPS database.

For more information see “Importing and Exporting Plan Information” on page 203.

Collecting plan information from sites without LDRPS

You can also collect plan data using the Question and Answer Processor (Q&A). Using Q&A, you select LDRPS data entry screens and send them via diskette, network or e-mail to other company personnel. They review the survey, enter plan information, and return it to you. You then import it directly into LDRPS. This, too, will save you time and effort in data entry.

For more information see "Writing and Sending Questionnaires" on page 235.

Step 6: Perform project management

You may decide that it would be helpful to export team and process information from LDRPS to be used in your project management software package. LDRPS extracts applicable plan information, translates it into project management information, and exports the translated project information to a file in Microsoft's MPX format. Many project management software packages can import these files.

You can access your project management files from within LDRPS, and can include them in your tables of contents to print them with your critical plan information.

Step 7: Print your plans

You can print your plans at any time to get a current and accurate glimpse of your plan information. You'll print your plans both for testing purposes and at the time of an actual business interruption.

For more information See "Printing Your Plans" on page 99.

The LDRPS Sample Plans

LDRPS includes two sample plans to give you a glimpse of common plan structure and to help demonstrate the functionality of LDRPS.

The first, organized around a fictitious company called Omni Enterprises, features a facility- and department-based plan structure. The second is a call-center based plan for a fictitious organization called ABC Company, featuring team-level plans. These are examples only -- you will decide what plan structure is best for your organization.

These sample plans are loaded automatically when you install LDRPS.

If you are building a plan for the first time, it may help you to look through the sample plans first. As you review them, note the distinction between data stored in dictionaries and data assigned to specific business continuity plans. Print out plan details using LDRPS standard reports, then print one or more of the plans.

Pre-defined teams and sample documents

The sample plans contains a number of defined teams which you may find useful. They also contain the following sample documents in the \strohl\ldrps\drpdata\text directory. They are available in Microsoft Write, Word, WordPerfect, and WordPro (AmiPro) format.

Admin.wri	Plan Administration
Cmtovrw.wri	Crisis Management - Overview
Exercise.wri	Exercising the Plan
Forms.wri	Incident Alert Form
Maintain.wri	Maintaining the Plan
Organize.wri	Business Continuity Organization
Plnovrvw.wri	Business Continuity Plan Overview
R1ovrvw.wri	Response-Overview
R2ovrvw.wri	Resumption-Overview
R3ovrvw.wri	Recovery-Overview
R4ovrvw.wri	Restoration-Overview
Strategy.wri	Business Continuity Strategies

These documents are a good starting point for writing your specific organizational planning philosophy and procedures.

To access the Omni sample plan

1. From the Start menu, select Program > Strohl Systems > Omni Sample Plan. The LDRPS Login screen opens.
2. Type DRP for both the user name and password. LDRPS loads with data from the Omni sample plan.

Alert: The Omni sample plan is a test database. Do not enter plan data into it that you will need to create your actual plans.

3
Building Plans

Have you ever read one of those celebrity interviews where the reporter asks: “If you were stranded on a desert island, what would you want to have with you?” Usually the actor or actress responds with some cute or politically correct answer, but every once in a while you’ll find someone who really understands what it takes to survive, maybe even flourish, under tough circumstances.

When a company builds a business continuity plan, the most effective planning teams are prepared to answer a variation of that survival question: “What information and resources do we need to have in front of us to be able to deal with the disruption?”

Build Plans helps you answer that question. You’ll collect and organize information, assign it to plans, and link it together to ensure you’re ready for whatever problems you face.

Not many people are stranded on desert islands these days -- not outside of television shows, at least. But companies are constantly faced with the prospect of a business disruption. And unlike a fanciful interview question, the stakes are all too real. Having an effective response plan with all of your critical information is absolutely crucial to weathering the storm. Revenue, reputation, even the survival of your company is at stake.

But my LDRPS Dictionaries already contain plan information. What makes Build Plans different?

Think of it this way -- dictionaries are primarily designed to store information in the LDRPS database, while Build Plans lets you assign that information to specific plans. When you enter or assign information through Build Plans, it is assigned to the plan you’ve chosen to work on and added to its plan dictionary. Other users with access to that plan dictionary can share that information.

What information do I collect?

When your planning team first sits down, that general question about business continuity will become a series of more specific questions. First, you’ll need to decide which business functions are most critical to the survival of your organization. Next, you’ll determine which people or groups inside and outside your company are essential to getting these jobs done. Then you’ll decide what steps these people will take, and what resources they’ll need to perform these steps.

By answering these questions, you're collecting the information LDRPS needs to build your plan. For example, when you enter your key employees, they'll be available to assign to the teams performing recovery steps. Entering locations helps you decide where staff will assemble to assess the impact of a disaster and begin recovery operations. All of the information you enter serves a purpose in your plan, and it's often interrelated.

Your recovery is driven by restoring and maintaining key processes, which are fundamental operations like order processing and payroll. Your organization has dozens, maybe even hundreds, of processes you perform every day. Your plan will focus on the most important of these.

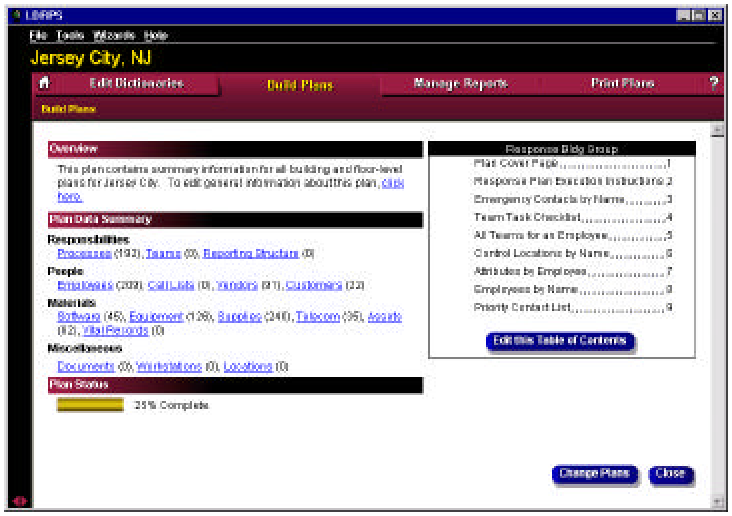
Obviously, a lot of people are needed to perform these processes, both inside and outside your company. Your employees will form teams to perform the tasks assigned to them to keep processes running. They'll work with your customers to make sure your products or services can be delivered, and with vendors to make sure you continue to receive the goods and services you need.

Teams won't be able to perform these tasks without physical resources like software, equipment, supplies, telecommunications, and vital records.

Build Plans organizes all of this information into logical groups called categories. Let's look at each of these categories in more detail before we discuss how to get that information into your plan.

Build Plans Categories

Looking at the categories on the Build Plans home page, you'll see that they're organized in logical groups: Responsibilities, People, Materials, and Miscellaneous. Within each group you'll find more specific information that is critical to building a comprehensive and effective plan.



The Plan Data Summary section of the Build Plans home page gives you access to each category of plan information.

Setting up plan responsibilities

When you define responsibilities, you identify the most critical functions for your organization, decide what steps you'll need to take to maintain or restore them, build recovery teams, and assign team members to perform these steps.

Processes

Processes are critical business functions and / or computer applications that need to be restored, like internal mail, payroll and order processing. You prioritize these processes and set the order in which they should be re-established when you activate your plan.

Teams

When you launch your business continuity plan, you will perform a series of tasks, which are detailed, step-by-step instructions on how to recover specific business processes and functions. These tasks, in turn, are assigned to and performed by teams.

Most teams include at least two positions: a leader and a member. But often you'll assign a backup leader and additional members. Teams are made up of employees, vendor representatives, and customer representatives who are routinely familiar with the tasks assigned.

Assigning people to your plan

Who will fill team positions and perform key plan tasks? Who do you need to contact when dealing with vendors and customers? Here you'll add and assign the key people who make your plan work.

Employees

Your plan begins and ends with people. Everything you need to do to respond to a disruption requires the hard work and special skills of your employees. You need to have the most up-to-date information possible so you can contact them in an emergency and set them to work on their plan responsibilities. And if they have any unique skills, you'll want to know about them, just in case.

Call Lists

When a disruption strikes, you need to spread the word as quickly as possible to mobilize your recovery teams and ensure that all of your key staff know what to do. For example, if an overnight fire makes your building unavailable, you'll want to let your staff know where to meet.

When you build a call list, you link your key employees together in a phone call chain that ensures everyone can be reached and informed.

Vendors

Vendors supply you with products and services, both within your organization (internal) and out (external). It's critical that you know how to contact them immediately if a disruption strikes.

But what if a regional disaster makes some of those vendors unavailable? You can identify alternate vendors and multiple vendor representatives (contacts).

Customers

If an emergency occurs, you'll want to call your external customers to assure them that your operations are continuing. You'll also need to be in touch with the internal customers that you supply. And, if some of your customers serve on your recovery teams, you'll need to get them mobilized.

You'll identify customer representatives so you know exactly who to contact if a disruption takes place. You'll also define the services you provide to your customers so you have a clear picture of what you must maintain.

Assigning materials to your plan

When you launch your plan, you want your team members to be able to dive right in and begin performing recovery tasks, not waste time searching for equipment, software and supplies. Here you'll assign materials to your plan to make sure they have what they need to complete these tasks.

Equipment

Equipment is most often the computer hardware you'll need to run your recovery and continue business operations, everything from PCs and modems to printer cables. You should identify how much of each item you need as time goes on (certain items may be more important on Day 1 than on Day 5).

Software

If you lose the use of your computer systems, you will need to replace your critical software as quickly as possible. You'll identify the vendors that supply it to you and how much of each type you'll need over time.

Supplies

Supplies are the basic products you need to continue business operations after a business interruption, things like purchase orders and envelopes. You can also enter plan-specific information about the vendor who provides each item, as well as how much you'll need over time.

Telecom

If you don't have working telecommunications lines, your recovery efforts could be paralyzed. You'll need to gather as much information as possible about these lines, including details about what equipment you require and what alternate lines are available.

Vital Records

Vital records include the documents your organization depends on, such as contracts, loan agreements, and financial records. They also are written material that your recovery teams need to perform their duties, such as your business continuity plans.

Assets

Assets are material resources, like furniture, that you would need to operate or duplicate an office environment. It may seem obvious, but when you're planning for a disaster you don't want to overlook something basic like having chairs for team members to sit in while working.

Setting up miscellaneous plan information

If your headquarters are unavailable, where will your response take place? Where will your employees resume their work? Here you'll collect additional information critical to the success of your plan.

Documents

Does your company have unique emergency response policies written up? Or do you have other, department-specific documents like floor plans that would be useful in an emergency? You can assign these documents so that they are included with your printed plan and are available when they are needed most.

Workstations

Many of your key staff members require special hardware, software, and phone/modem lines to perform their jobs efficiently. If their work area is unavailable, it may not be as simple as finding them another desk and PC. Defining and selecting alternate workstations lets you make sure each team member will have everything he or she needs to perform his job.

Locations

Locations are offsite offices, buildings, or areas that you have available to you in a business interruption. These include backup sites, an offsite command center, storage locations, and a restoration site. If all or some of your main facility is unavailable, you'll need a place to gather and respond.

Building Your Business Continuity Plan

Now that we've discussed what information goes into your plans, let's look at how the folks at XYZ Financial Services, a brokerage firm, set up their continuity program. (Keep in mind that your planning needs could be dramatically different based on the size of your organization and the type of services you provide.)

A typical day at a trading company is hectic, to say the least. You have a constant stream of calls going in and out of the office, continuous information updates from various exchanges and news outlets, and millions of dollars in transactions taking place. So even a brief disruption could be devastating.

When the business continuity team first sat down to begin their planning, they looked at their equities trading department and decided which business functions, or *processes*, were most critical to surviving a disruption. It didn't take long for them to decide that maintaining trading, settlements, and confirmations were their biggest priorities.

We'll focus specifically on their approach to maintaining the trading process.

Part of deciding what is necessary to maintaining operations is understanding how and when a process is dependent on other business functions. They realized that without key software applications running out of their data center in New Jersey, trading couldn't continue. And for those applications to work, data feeds from Southeast Asia had to be maintained.

Once they identified these critical business functions, they turned their attention to other questions like "Where will we maintain operations if our offices are unavailable?", "Which people are essential to keeping them going?" and "What other resources will they need?"

XYZ's offices have groups of workstations that they call "turrets", and these workstations really are the heart of the trading operations. So the planning effort shifted to focus on the hardware, software, and telecommunications lines needed to run them.

XYZ relies on software like Open Bloomberg, Reuters, and Federal Wire. And they designed their own internal software to run Analytics. All of these applications are essential to maintaining the workstations and running trading, and losing any of them for even a short time could be devastating to an office with so many transactions taking place.

Essential hardware to keep the turrets operating includes Sun Sparc Workstations, NT boxes running Unix emulation software, a confirmation printer, and many modems to keep communication running back and forth.

Telecommunications are just as essential at XYZ Financial. They need Hoot and Holler for an open line to the trading floor, point to point lines, and speed dialing capability, at the very least.

Without people, those workstations are just unmanned computers not helping anyone, so the planning team decided that the trading group had about 20 employees who were essential in one way or another. They collected personal information about those employees so they could be contacted at any time, and assigned them to fill positions on teams designed specifically for the plan.

And they discussed which off-site locations they had available should a disruption damage their trading offices. Having already identified the software, supplies, equipment and other materials they need to maintain trading, they knew these things would be just as important at an offsite location. (Having an alternate office is great, but it won't be very useful without computers and telephones).

With their priorities and needs defined, XYZ opened Build Plans and started assigning this information to their plan. Let's look at some examples of how they put this plan information together. Then we'll discuss how to enter specific information for key plan categories.

Selecting a Plan

Many companies build plans on a department or team level, so your overall business continuity program could consist of many different plans. Before you can build individual plans in Build Plans, your plan administrator must define each plan's name and establish which plans you can edit.

When you open Build Plans, you must select the plan you want to build. If you've been assigned access to only one plan, it will open automatically. If you can edit more than one, the Pick a Plan screen opens so you can choose a plan from the plan tree.

This screen shows your plans and those directly above them in the tree -- you'll know if you can edit a plan because it appears with a red book icon, and as a hypertext link when you drag the mouse pointer over it. Click on the plan you want. This will be your "active" plan, meaning all information you enter is automatically assigned to it until you either log out of LDRPS or change plans.

I can edit many plans -- how can I find a specific one?

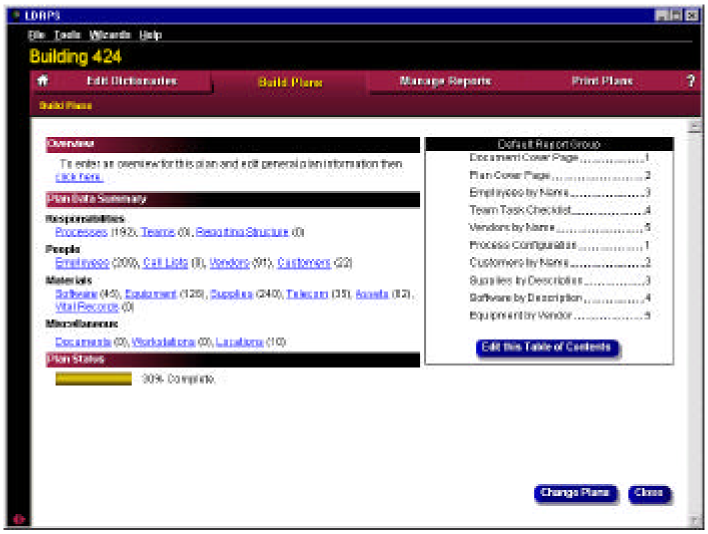
The Lookup tab lets you search for the specific plan(s) you need, then limits the tree to only those plans and the ones immediately above it. If you're looking for a plan you've already worked on, an even quicker way to select it is to click on the Recent Plans tab, which shows only the last four plans you've edited.

Here we limited our plan tree by searching for "Building 424". The Pick a Plan screen showed the Building 424 plans and those above it. If you can edit a plan, a red book icon displays and the plan shows a hypertext link when you drag the mouse pointer over it.

Using the Build Plans Home Page

Once you've selected a plan, the Build Plans home page opens to give you a quick picture of where you are in your plan building work. If you're new to this plan, the overview section tells you what you're trying to accomplish. This is great if you have several people adding plan information, because they can review your goals and needs for the plan.

You can see how many records have been assigned in each plan category, and open the categories to edit records or assign new ones. If you're working with the Plan Assistant, which guides you through building your plans, the percentage bar at the bottom of the screen tells you how far along you are. We'll talk about using the Plan Assistant a little later in this chapter.



The Build Plans home page gives you access to each category of plan information and shows your progress.

The box on the right side of the screen shows your plan table of contents, which is a list of the documents and reports that will be included when you print your plan. This list is set up by your plan administrator to make sure that all important documents and reports appear. You can add additional plan-specific documents as appendices if you want, and we'll review how to do that a little later as well.

But first let's discuss how to get information into LDRPS so it's available for your plans.

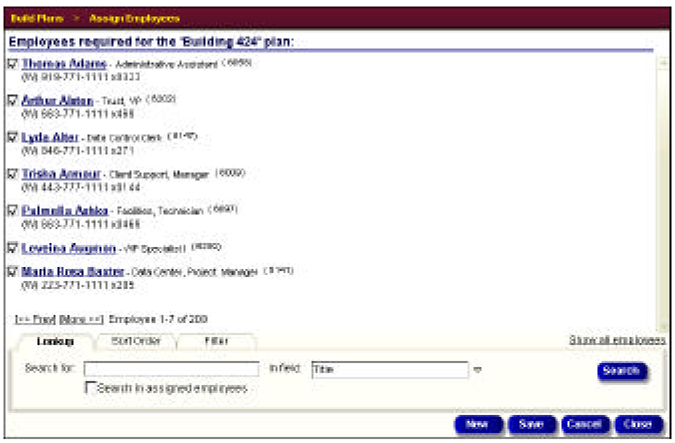
Assigning Existing Information to Your Plan

The quickest way to begin building your business continuity plans is to select from lists of existing LDRPS records stored in dictionaries. The folks at XYZ Financial Services had data entry people enter a lot of important information into LDRPS dictionaries before their plan builders got started so they could just select it rather than entering it again and again. Chances are pretty good you'll be able to do the same thing. You won't have to worry about how the information got there -- that's your LDRPS administrator's job -- you can just select it when you need it.

Click on the plan category you want to build. Let's start with employees.

When you first open the employees category, LDRPS displays a list of all the people that have been assigned to the active plan. You can tell they have been assigned because they are checked off in the list.

Each record in this and other LDRPS lists is in a default format called an “index card”. For employees, you’ll see the person’s name, ID, title, and other information. Notice that each employee name is a hypertext link, meaning if you click on the name you’ll be taken to a screen to edit that employee record. (If you are authorized to customize LDRPS, you can change the format and contents of these cards. See “Editing LDRPS Index Cards” on page 146 for details.)



You can change this list to show all assigned records or all records in that dictionary category. Use the lookup or filters to narrow the list even more.

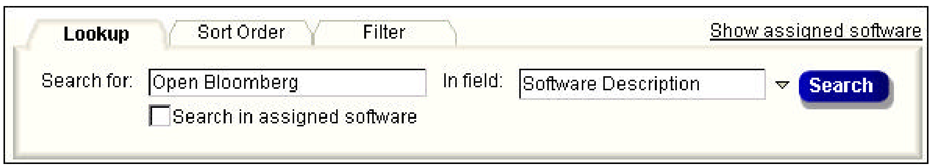
If you want to edit one of these records -- say to change the employee’s home phone number -- just click on the name in the list to open an edit screen with that record displayed.

But let’s suppose you have a lot of other people already entered in your dictionaries and you want to assign some of them to your plan. Click the “Show All Employees” link at the bottom of the page. Your list will expand to include assigned and unassigned employees. Who you see here is based on your security privileges. It shows you records for the plans and plan dictionaries you’re assigned to edit and view.

All you have to do to assign a person to your plan is check them off in the list. (To *remove* a record from being assigned, just clear the check.) Note that if you click on the name of an employee before assigning it to your plan, it is automatically assigned by LDRPS.

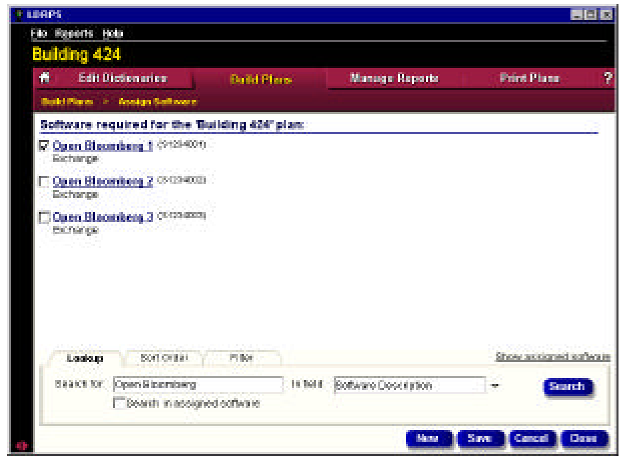
Finding information to assign to plans

As you build your plans, they can become very large. You could have hundreds, maybe even thousands, of employees, vendors, or customers to scroll through each time you want to assign one to your plan. Lookup lets you search on any field to narrow the list of information. You can use it on assignment screens or edit screens.



When you open a Build Plans category, LDRPS lists all records assigned to your plan in that category. The Lookup tool offers several ways to limit the list of records to the specific ones you want.

When the builders at XYZ Financial wanted to assign Open Bloomberg software to their plan, they had dozens of software records listed. So they searched for “Open Bloomberg” in the Software Description field, and LDRPS showed both assigned and unassigned Open Bloomberg records. (Remember that you don’t have to search for an exact word; you can also use the wild card characters * and ? to represent groups of characters or single characters (like “Bloom*”).)



Here's the result of their search. They found three records for Open Bloomberg software, and one of them was already assigned to the plan. (If they wanted to see only records already assigned to the plan, they would have checked "Search in assigned software".)

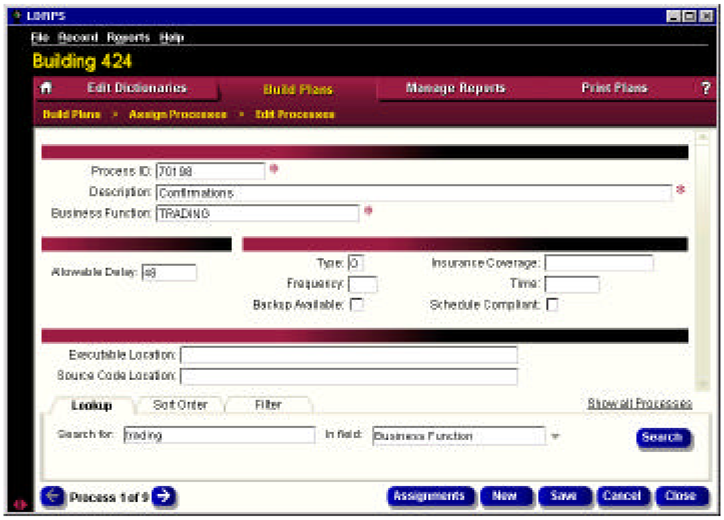
There are a couple of ways to clear the search. First, you can blank out the "Search for" field and click the Search button again to restore the old list. Or you can toggle between a list of all dictionary records and only those assigned to the active plan by clicking the Show all/show assigned hyperlink above the Search button. Keep in mind that this includes all records, not just those within the search.

Entering and Editing Plan Information

Assigning people or other categories of information to your plan is very simple. But chances are you'll need more information to make your plan work correctly. If the information you need isn't already available to select from the dictionaries, you can enter it using Build Plans edit screens. You can update existing plan information the same way.

Suppose you need to define a new process. Select the Processes category, click the New button and enter the information on the Processes edit screen. LDRPS defaults a new process ID, and you enter information in the remaining fields.

As you build your plans, some information is especially important. The fields marked with a red (✻) symbol are required, meaning that you must enter information in them. Recommended fields, marked with a grey (✻) symbol, mean that it's a good idea to enter information. All other fields are considered optional.



If you're editing existing processes, the scroll area at the bottom left lets you move between them. When you're entering a new one, it reads "New Process".

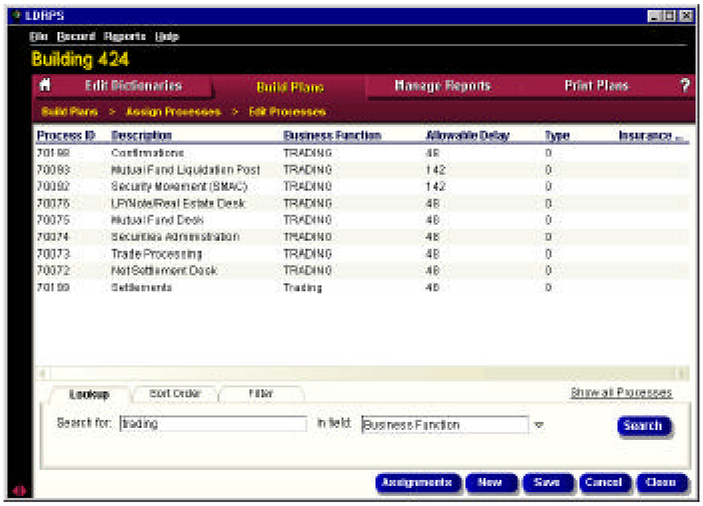
XYZ scanned the list of existing processes and assigned each one they needed. They then clicked New and entered each additional process they needed. These processes were automatically assigned to their plan and their plan dictionary.

LDRPS automatically saves information on the screen if you click New, Close, or an Assign button, or if you scroll to another record.

Working in data sheet view

The default edit screen view shown above shows one record at a time, and you find additional records by clicking the scroll arrows at the bottom of the screen. But suppose you prefer to edit your records in a list. Choose Record > View in Datasheet.

In Data Sheet view, multiple records display in a list that looks like a spreadsheet with column headings across the top. These headings correspond to the fields on the edit screen.



When working with data sheets, click on a column to edit the information in that field.

Note that required fields are not marked in this view. If you try to move to another record or click Close without completing a required field, LDRPS displays a message to show you what you need to add.

Finding information in edit screens and data sheets

Just like on Assignment screens, you can use the Lookup tab to find specific records in edit screens or data sheets. In a data sheet, all matching records display. In an edit screen, the first matching record displays and you can open the others using the scroll bar at the bottom of the screen. To see all records again, clear the Search for field and click the Search button.

Can you tell me more about using wild card characters?

Entering N* in the first name field might find Nancy, Nicholas, and Nora. But entering N???? would only find Nancy since each question mark represents a single character.

Here we used the wild card * to search for employees who live in Jersey City. The record counter in the bottom left dropped from 209 employees to 31.

See "Using Other Plan Building Tools" on page 74 for details on other ways to display and find records.

Including search results in reports

If you print reports while displaying the results of your search, the reports will include only the records in the search result.

Entering Plan-Specific Details

Looking at Build Plans edit screens, you'll notice that many of them have a subtle division bar across the bottom with fields below it. These fields are considered plan-specific, meaning that the information you enter applies only to the current plan and is not stored with the dictionary record.

For example, XYZ selected an employee, Mark Sullivan, from the dictionary and assigned him to three plans. His name, address, and phone number information is the same for every plan (since it is dictionary information). Because Mark's role was more important in some plans than others, they assigned him a different contact priority in each plan.

This information is unique and is not stored in his dictionary record, so if he is chosen for another plan, the priority will not be included.

Mark Sullivan is a primary contact in this plan, but he may not be in others. This is plan specific information that is not added to the dictionary.

What other information is plan-specific?

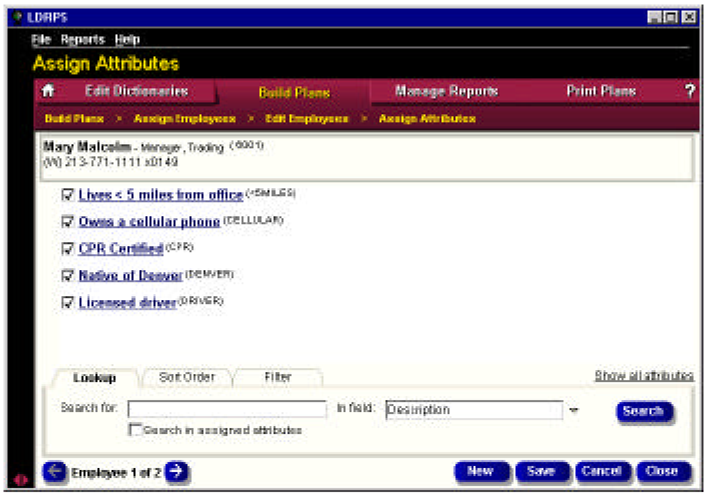
Plan specific information varies by category. For an employee, in addition to contact priority, you can specify his access to a plan's off-site locations. For the equipment, software, supplies, and telecom categories, you determine how much of a specific item that plan requires to maintain or restore business operations. With this information, you will know your exact requirements whether the disruption lasts one day, one week, or longer.

Assigning Additional Plan Details

In addition to the plan-specific details that you enter in the lower section of the Build Plans screen, you also assign related information. Assignments either add additional important information to a record (like employee attributes) or link related categories together (like assigning teams, software, and equipment to a process).

When you look at the Employees screen, you see that it collects the basics like address and home phone number. But what about more specific information? Suppose you'd like to know which of your employees live within five miles of your headquarters, so you'll know who will be close by if a major roadway is blocked? Or you're based in an area with a high concentration of Spanish-speaking people and you'd like to know which of your employees speak the language?

Clicking the Assign Attributes button on the Employees screen lets you enter or select this additional specific information.



XYZ's Trading Manager, Mary Malcolm, knows how to perform CPR. That's an ability they hope they'll never need to use, but they're glad to know they have someone with that skill on staff.

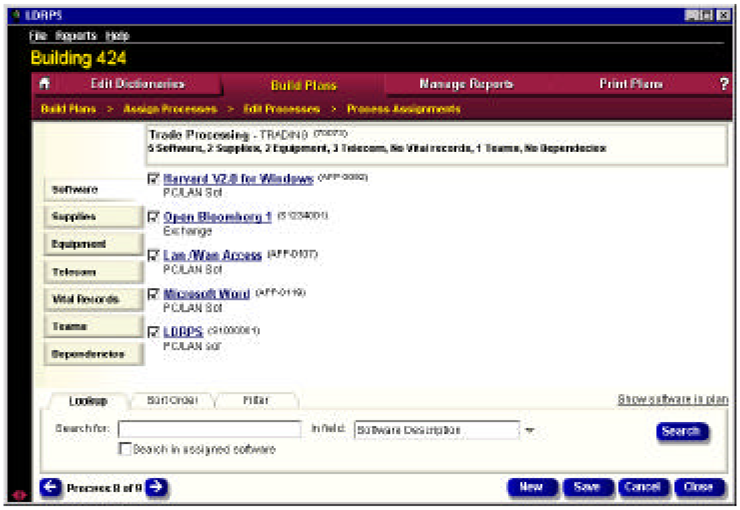
Assigning related information to a record works just like assigning a record to a plan. A list of available records displays, and you click on each one that you want to assign. When you first open an assignment screen, LDRPS lists only those records already assigned. Click the Show all link or use the Lookup to change the list of records that display.

LDRPS maintains an Attributes dictionary, so you can select from existing attributes or create new ones. When you create one, it is added to the Attributes dictionary.

Linking Plan Information Together

Often, plan categories are reliant on one another. For example, processes drive your continuity plan, but you won't be able to perform them without software, equipment, and the people on your teams. Assignment screens let you link these categories together.

Consider the following example, where XYZ Financial assigned additional records the process "Trade Processing":



Each tab on the left shows a category of plan information that you can assign to a record. Click each tab to list the available records.

With employees, you can only assign attributes, so clicking the Assignment button takes you directly to the Assign Attributes screen. But when you are working on Processes, you can assign different types of information, so a screen like the one above opens. Clicking each tab changes the kind of information you can assign.

Earlier we talked about how you can change the list to include all dictionary records or all assigned information. There's a third hyperlink in assignment screens like this one called "Show all in plan". Chances are when you want to assign software to a process you'll choose software that's already assigned to your plan, so it's a convenient way to locate specific records you need.

XYZ realized that a key to planning effectively is preparing for disruptions by anticipating what they'd need in a crisis. When they had a process to maintain, they thought about the software they'd need to keep it running. They considered which teams of people would be essential. And they determined which processes were dependent on one another, so they could avoid getting stuck on one because another hadn't been restored.

LDRPS assignment screens give you that big picture and help you understand how all of the plan information you enter ties together to make your plan work.

XYZ answered these questions and assigned the software, supplies, equipment, teams and other plan categories needed to support the processes in their plan.

How can I remove records from my plan?

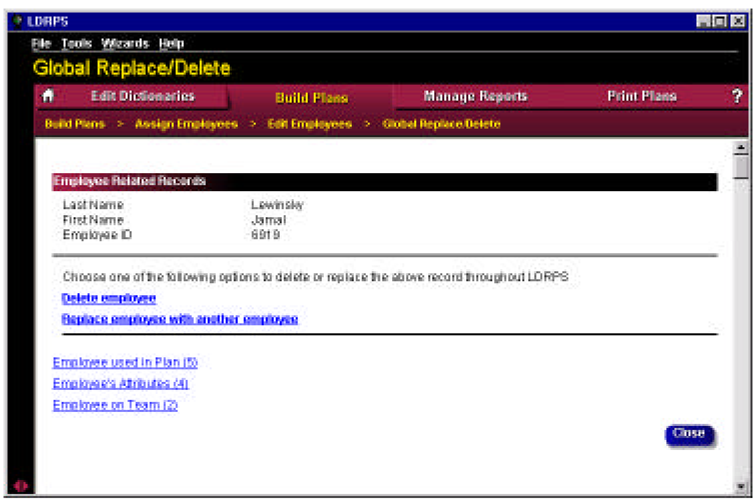
By choosing Record > Delete. But there are two important things to consider. First, deleting a record in Build Plans removes it from your plan, but doesn't delete it from the database. More importantly, if a record is used elsewhere, deleting it could have impact on other areas of your plan.

When you try to delete a record, LDRPS opens the Global Replace / Delete tool to identify all plan areas where the record appears.

Replacing and deleting information across plans

After XYZ Financial completed their plans, trader Jamal Lewinsky announced his retirement. Because Jamal was included in their continuity plans, the builders decided to replace him with Ariel Spencer.

They needed to find every place where Jamal appeared in their plans, to replace all of his occurrences with Ariel, and to delete him from the database. They selected Jamal's employee record in Build Plans and chose Record > Delete.



Global Replace / Delete showed that Jamal Lewinsky was assigned to five plans and two teams.

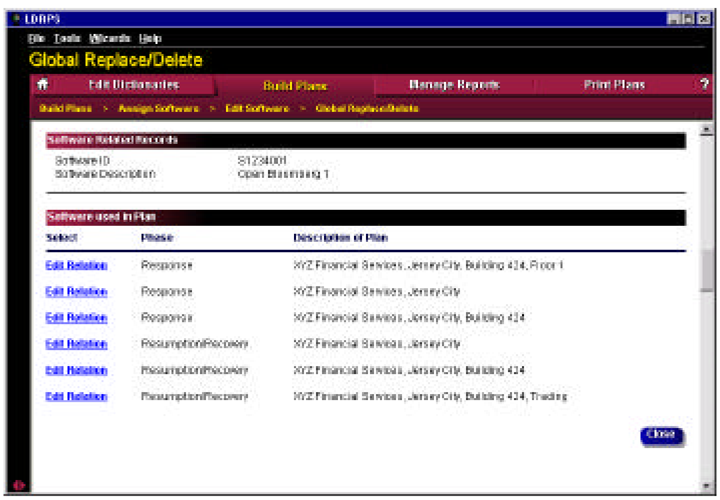
LDRPS asked them whether they wanted to see where Jamal was used in their plan. They clicked "View the employee's references" to open the Global Replace / Delete screen.

There are two sections to this screen. The first let XYZ make across-the-board changes like replacing or deleting the employee everywhere he appeared. The second showed each place Jamal was used in LDRPS, including his plan and team assignments. Because they knew he was leaving the company, they chose to replace him.

LDRPS opened a list of available employees, and they chose Ariel Spencer from the list. She replaced Jamal in all plans and his team assignments were updated automatically.

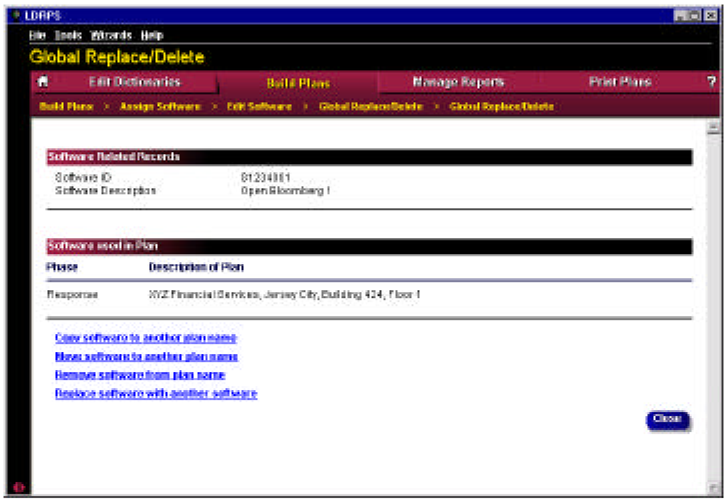
Changing records in specific plans

XYZ purchased a new version of Open Bloomberg and wanted to update four of the six plans to which it was assigned. They decided to remove it from the remaining two plans because it was no longer necessary. So they opened the Open Bloomberg software record, chose Global Replace / Delete, and selected the “Software used in plan” link to see links to the six plans that used it.



This screen shows each occurrence of Open Bloomberg. Click the Edit Relation link to change each occurrence.

To update each of these references, the plan builders at XYZ clicked Edit Relation for each plan.



This screen lets you copy, move, delete or replace an LDRPS record. This change is plan-specific, not global.

The list at the bottom of this screen showed the actions they could perform as hypertext links. They replaced Open Bloomberg in four of the plans, and removed it from the other two. These were plan specific changes, so deleting it from the two plans did not delete it from the dictionary.

Setting Up Teams

One of the most important components of building your plan is forming effective teams and deciding what tasks they'll perform. Build Plans collects and lets you organize everything you need to get your teams together.

Essentially a team is a collection of people with responsibilities to perform when you activate your plan. You decide how many people should be on each team, which employees will fill those positions, and which tasks they'll perform. The people you choose should be the ones in your organization who are best suited to perform those tasks.

For general guidelines on how to put teams together, see the *Business Continuity Planning Guide.*

The Team Summary screen lists each team assigned to your plan and the positions defined for each team. Hypertext links let you edit related information.

Keep in mind that there is no Teams dictionary, so you will define all Teams information through Build Plans. Any team or team position you see in Build Plans is assigned to your plan. You can copy a team to another plan through Global Replace / Delete. (You can copy or move other plan categories through the Plan Manager, which we'll discuss later.)

How do I build my teams?

You'll start by creating each team you need, and then will define the positions on the teams. Most teams have a leader and one member, but they may have many more positions. Some organizations even build teams with just one position -- team structure is entirely up to you.

Next you'll assign employees, customer representatives, or vendor representatives to the positions. Then you'll define and assign the tasks or steps the team position will perform when you activate a plan.

Notice that the list of teams contains hypertext links to the assigned positions and other components of each team. You can edit any existing information or make new assignments by clicking on these links.

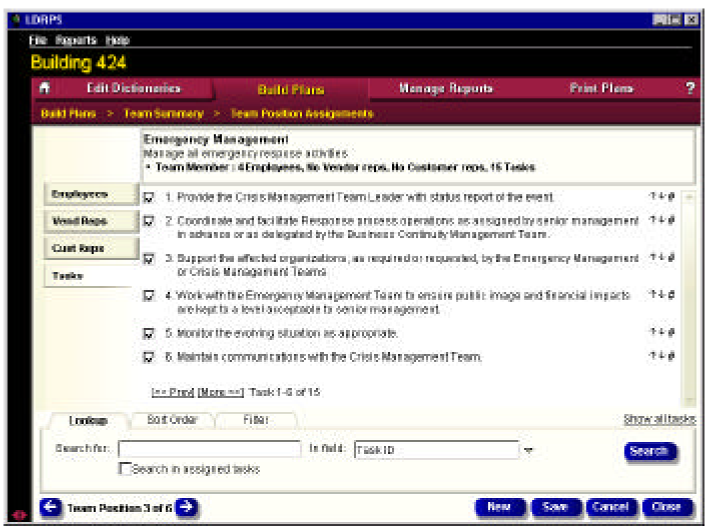
When you create a team, the default position “Team Member” is assigned to it. You can change this position name to anything you like.

Assigning tasks to team positions

Once you’ve decided who will be on your teams, you’ll need to determine what they’re going to do when you face a disruption. These steps are called Tasks. You can create new ones or select from those already stored in the Tasks dictionary.

Once you define a task, you can assign it to other LDRPS plans. This is especially useful when teams in other plans have similar steps to perform.

Remember that when you assign a task to a plan, it is linked directly to the team position responsible for performing it. So select a team position, click the Assignments button on the Team Positions screen, then choose the Tasks tab on the left. The Assign Team Tasks screen shows the team position in the header and the tasks already assigned to it.



To move tasks, use the arrows or the # sign to the right. The arrows move the task up or down one position, and the # sign lets you choose a specific number in the list. When you move a task, the other tasks are renumbered automatically.

Assigned tasks are checked. To create a new task, click the New button. Any new task is added automatically to the end of the list. To select from all available tasks, click the “Show all tasks” link at the bottom of the screen.

You can assign employees, vendor representatives, and customer representatives to the position by clicking the tabs on the left.

What happens when I move or copy teams to other plans?

When you copy a team from one plan to another, the team, team positions, and tasks assigned to those positions move automatically. You decide whether you also want to copy all of the people assigned to it. This includes employees assigned to team positions, customer reps assigned to team positions (and their associated customers), and vendor reps assigned to team positions (and their associated vendors). You may want only the structure of the team so you can assign different people to it.

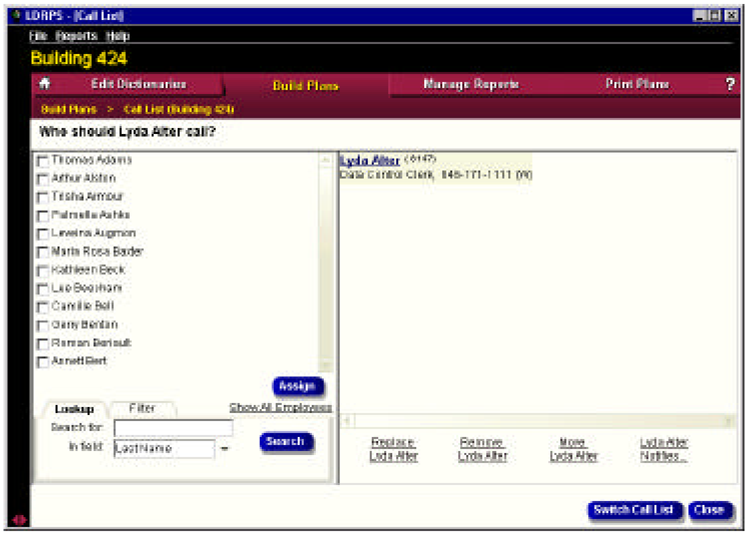
When you *move* a team, the team and all of its assigned data move automatically.

Building an Employee Call List

If a disruption takes place, one of the first and most important things you need to do is notify everyone in your organization and make sure they're okay. This assures you that everyone is safe, and spreads the word so people know what to do next.

When an emergency happens during work hours, you know where to find your employees. But suppose lightning strikes your headquarters on a weekend, damaging several floors? Or a flash flood overnight washes out a bridge most of your employees cross on their way to work? You need a way to quickly contact your key personnel any time of day or night.

The best way to do this is to build a call list, where one person makes a call to several others, who in turn make calls, and so on, until your vital staff is aware of the problem. Depending on the size of your plan, you could have several lists, but most have just one.



You build a call list by answering a series of questions, starting with "Who makes the first call?" Then, just highlight that person in the list, choose who they call, and so on. The list displays as a tree.

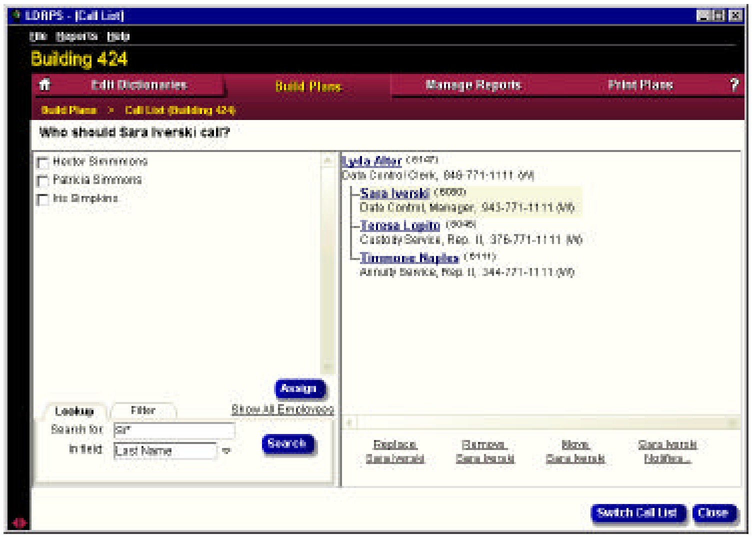
Where do I begin?

On the Build Plans home page, click Call Lists. If you haven't built a list before, a blank Call List screen opens. If you have built at least one list, the Call List screen opens with the last list you worked on. (To choose a different list or create a new one, click the Switch Call List button.)

The Call List screen lets you "draw" the list by answering a series of simple questions, beginning with "Who should make the first call?" Select an employee from the employee list and click the Assign button. We selected Lyda Alter, and her name and phone number displayed at the start of the tree.

The question at that point changed to "Who should Lyda Alter call?" We selected three people, and they displayed below her in the tree. Then we assigned calls to each of them by clicking on their names in the tree and selecting people from the list.

Keep in mind that you can use Lookup, filters, or the show all employees/show assigned employees link to change the list of people to call. For information on filters, see "Using Other Plan Building Tools" on page 74.



Here we assigned three calls to Lyda Alter and clicked on Sara Iverski so we could select people for her to call.

Notice that we used the Lookup to limit the list of people to call.

Call List Tips

Keep an eye on the number of levels in your tree. If they get too deep, it could be difficult to keep track of all the calls, or it could break down if one person is unavailable. It may be a better idea to limit the number of people in the tree and build more than one list.

Often the person who makes the first call will need to confirm to the team that everyone has been called. So it's a good idea to have the last person in each "branch" of the tree make a confirmation call. You can do this by selecting the person in the list, clicking the "... notifies" option at the bottom of the screen, and selecting the person to notify. This can be anyone who is at a level above that person in the tree.

Review your lists often to make sure they have current phone numbers and don't include people who have left your organization. One missed call could cause the tree to break down. See "Rearranging / Updating a Call List" on page 68 for instructions.

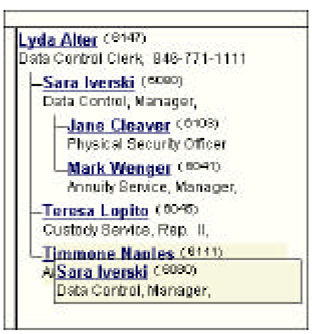
Can I print my call list?

Of course. The Call List report shows the list just as it displays on screen, even noting the confirmation calls you've assigned. You can print it while you're building it by (clicking the Print button.) And you can include the Call List Report in your printed plans.

Rearranging / Updating a Call List

When you're dealing with employees, you face constant change. People are hired, and people leave. So you'll need to change your call lists every once in a while to keep them up to date. You can add people, remove or replace people, or simply change who calls whom.

The fastest way to change the order of a call list is to highlight a person and simply drag them to another spot in the tree. In the following example, we decided to move Sara Iverski so that Timmone Naples would call her rather than Lyda Alter. In the first picture, we selected her from the tree and dragged her under Timmone in the list. In the other picture, the call list was redrawn automatically, showing the new order.



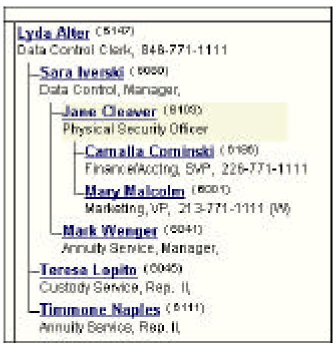
Notice on the left that we dragged Sara Iverski under Timmone Naples. The tree was redrawn automatically, and Sara's calls moved with her.

Notice that when you move someone in the list, everyone that person calls moves with them. Even though she was moved, Sara still calls Jane Cleaver and Mark Wenger. Of course, you can always move them separately if you don't want Sara to call them anymore.

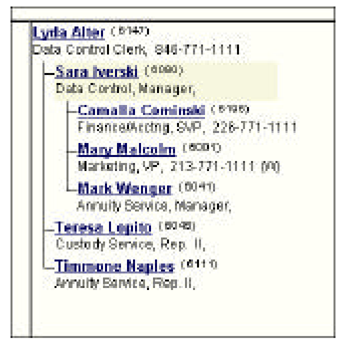
What if I want to replace or remove someone?

There are two ways to do this -- you can replace them with someone not currently in the tree, or you can delete them entirely. To replace someone, choose them from the tree, click Replace ... at the bottom of the screen, and choose the new person.

The replacement person can't be in the list already. If you want to replace someone in the list with someone else in the list, moving calls is a better option.



Here we decided to remove Jane Cleaver from the tree. We kept the people she was to call, so they were moved directly under Sara Iverski.



Removing someone entirely without replacing them is very easy to do, but if that person has calls to make, you need to consider those people as well. Take a look at the example above. We highlighted Jane Cleaver and clicked Remove Jane Cleaver at the bottom of the screen. (You can also use the Delete key.)

We were asked whether we wanted to keep or remove the people she was assigned to call. We kept them, and they were automatically assigned to Sara Iverski.

Alert: If you remove the person who makes the first call without replacing him, you automatically delete the entire list.

Can I link call lists together?

If another plan for your organization has a call list defined, you can have someone from your list call the first person in that one to get it started. Select a person in the tree, then click "... Notifies" at the bottom of the screen.

Choose Start Another List to display a list of plans with trees built and select a plan. If that plan has just one call list, it is linked automatically. If it has more than one call list, select the one you want.

When you link lists together, a tag like this one is added:

How can I rename a call list?

When you create a call list, it is assigned a name that matches your active plan followed by a number (e.g., “400 Valley Drive 1”, “400 Valley Drive 2”, etc.).

To rename the list, click the Switch Call List button, select Rename and enter the new name.

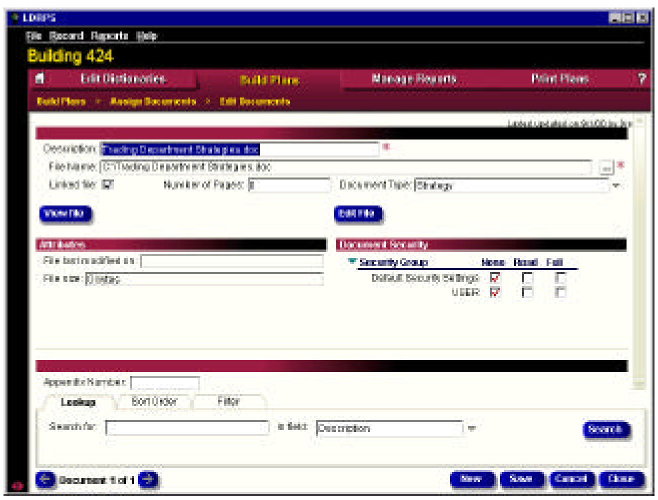
Assigning Documents to a Plan

An administrator sets up a default table of contents that determines the structure and contents of your printed plan. The table of contents includes documents and reports that organize your plan procedures and information. For example, you might start your plan with a cover page and documents outlining your department’s policies and assumptions.

When you assign a document to your plan, you can use the Document Type field to indicate what kind of document it is (assumptions, overview, etc.). If the table of contents for your plan is set up with a document of that type, your document replaces it when you print your plan. This is important because it allows you to customize your plan with information specific to your needs.

For example, the administrator at XYZ Financial wanted each plan to include a document that outlined response strategies. So he set up a Strategies type document in the Documents dictionary and assigned it to each plan's default table of contents.

Because these strategies differ from department to department, he then instructed the people building each specific department plan to write up their own strategies, assign those documents to their plans, and select strategies in the Document Type field. These documents replaced the default strategies document set up by the administrator.



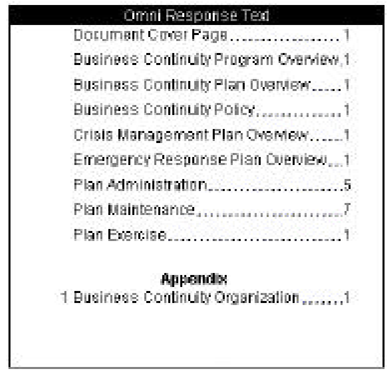
Document types let you customize your printed plan. For example, if you assign an overview document to your plan, it replaces any overview document already in your plan table of contents.

Adding a Document as an Appendix

There's a second way to add plan-specific documents to your plan. Most of the general documents you need will be set up in the table of contents. However, if you have unique documents you want to add, LDRPS lets you add each of these as an appendix to your plan.

Suppose your department has a document with a detailed computer room schematic. Because this document is unique to your plan, it is unlikely that your default table of contents will have a similar document. So you add it to the end of your printed plan so it's easily available in a disruption.

To make a document an appendix, enter a value in the Appendix Number field on the Documents screen. The table of contents on the home page is updated to show an appendix section.


Omni Response Text

Document Cover Page 1
Business Continuity Program Overview 1
Business Continuity Plan Overview 1
Business Continuity Policy 1
Crisis Management Plan Overview 1
Emergency Response Plan Overview ... 1
Plan Administration 5
Plan Maintenance 7
Plan Exercise 1

Appendix
1 Business Continuity Organization 1

How does document security work?

Document security lets you establish which security groups can view and edit the document. When you add a document to LDRPS, it carries the default settings you established on the Options screen (select Tools > Options from the home page). You can change this default when adding or editing the document.

If you set document access to "None", only members of your own security group and those with greater LDRPS privileges have access to the document. It will not appear for other users. Read and Full access works the same way. Read means users can see the document and assign it to plans, while Full means they can make changes to it and assign it to plans.

What does "Linked File" mean?

Linked means the documents are stored outside of LDRPS at an external location like a LAN. They exist independently of the LDRPS database, and LDRPS captures changes to them when you print your plans.

Documents copied into and stored in the LDRPS database are *embedded*. If you make changes to the external document, they don't apply to the copy inside LDRPS, so you should always edit these documents through LDRPS. Your system administrator may require that you embed documents so they can be rolled up between databases.

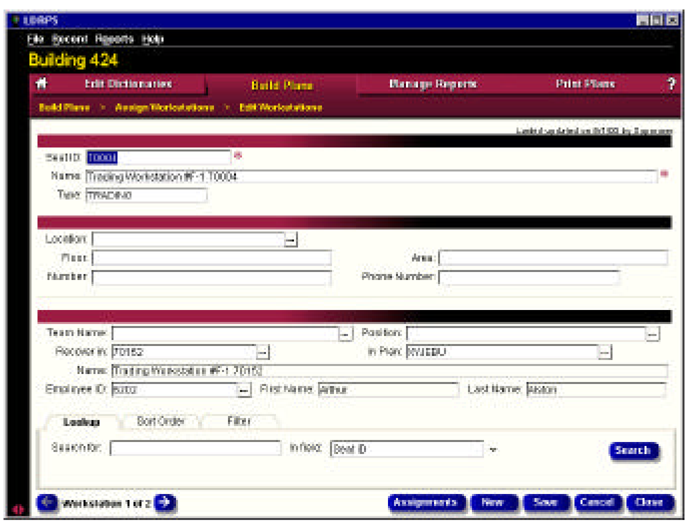
For more details choosing where documents are stored, see "What's the difference between embedded and linked?" on page 88.

Setting Up Alternate Workstations

The trading floor at XYZ Financial Services is highly specialized. Each of the workstations, or “turrets”, has key hardware, software, and telecommunications requirements. If any of those turrets became unavailable, just finding an unused PC wouldn’t be enough for most traders to continue their work. Each trader needs a replacement workstation geared to his or her specific needs. This includes the correct PC and modem setup, software, and other equipment.

So XYZ used the Workstations category to assign an alternate workstation for each of their key personnel. These alternate workstations should be virtually identical to the original so that work can continue or resume with as little interruption as possible.

Typically the replacement workstation will belong to another employee whose work is not as critical, someone who can perform other tasks or move to a new location without difficulty. At XYZ Financial, some traders are handling hundreds of thousands of dollars worth of transactions each day. Their work is more critical in the short term than some other employees who don’t have such a clear role in the revenue stream.



Use the Recover in field to select a replacement workstation. Be sure to choose an alternate that has the same setup (hardware, software, etc.).

This screen lets you define the basic characteristics of each workstation, like where it is located, which employee uses it, and which team needs it for a plan. Click the Assignments button to define the software, supplies, equipment, telecommunications and vital records it requires.

The Workstation Deficiencies report shows what you need to install or add to a workstation to make it suitable as a substitute for the workstations assigned to it. This is a great way to identify what work you need to do prior to a disruption to make sure you won't have delays when you launch your plan.

Using Other Plan Building Tools

LDRPS has a variety of other tools to help you build your plans. Earlier we showed examples of how to use the Lookup tab to locate records in assignment lists and on edit screens. If you want to perform an advanced search that you can save permanently, click on the Filter tab. To change the display order for records, click the Sort Order tab.

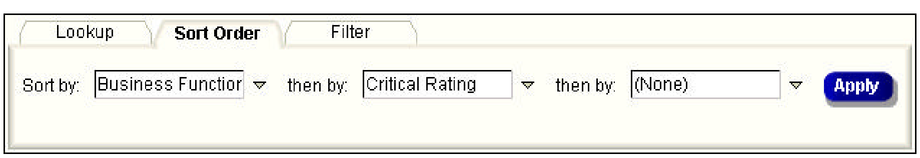
More advanced plan builders can move information between multiple plans using the Plan Manager. This lets you copy information to multiple plans at once.

Beginners who need more help can use the Plan Assistant to walk them through everything they need to do to build their plans.

Let's discuss each of these tools in more detail.

Changing How Records are Sorted

When you open your Employee screen, how do you want the employee records to display? Do you want to see them in alphabetical order by last name, by priority, or by zip code? When you set a sort order, you decide the order in which you will see information.



Suppose you would like to view your processes by criticality rating within business function. Select Business Function in the first Sort by field, then select Critical Rating in the second sort field and click the Apply button. LDRPS re-sorts the records.

Sort order selections are stored on your workstation, not with your user ID. If you log in on another PC you won't see information sorted that way.

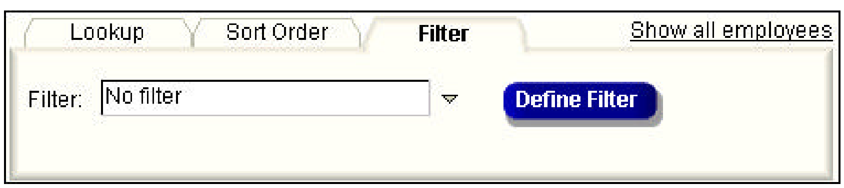
These changes are not reflected on reports, so changing a sort order will not change your reports in any way. To change sorting in a report, open the Report Manager and edit the report.

Applying Filters

Suppose you would like to search on the information in more than one field. Let's say you were looking for employees from your Jersey City location who don't work the first shift. Or you'd like to use a search over and over without re-entering it each time you use LDRPS.

Filters are the answer, giving you a more detailed search option than Lookup. Besides searching on more than one field, you can also find values that are similar to, less than, greater than, or even not equal to the information you enter.

And they also can be used repeatedly, because you save them as you build them.



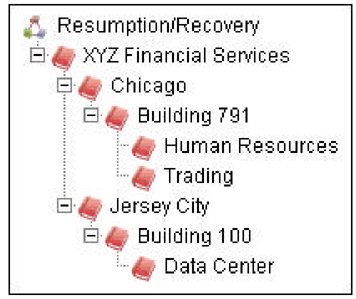
Plan dictionary and branch dictionary filters

If you have Security access to see them, the first two filters in the list are Plan dictionary and Branch dictionary.

The Plan dictionary filter shows all records assigned to the plan dictionary for the plan you're currently building. These are records created through Build Plans or those assigned to that plan dictionary through Edit Dictionaries.

The Branch dictionary filter shows records in the plan dictionary of the current plan and the plan dictionaries of the plans above it in that branch of the tree. In this example, if the current plan is "Building 791", the branch dictionary filter would show plan dictionary records from Building 791, Chicago, and XYZ Financial Services.

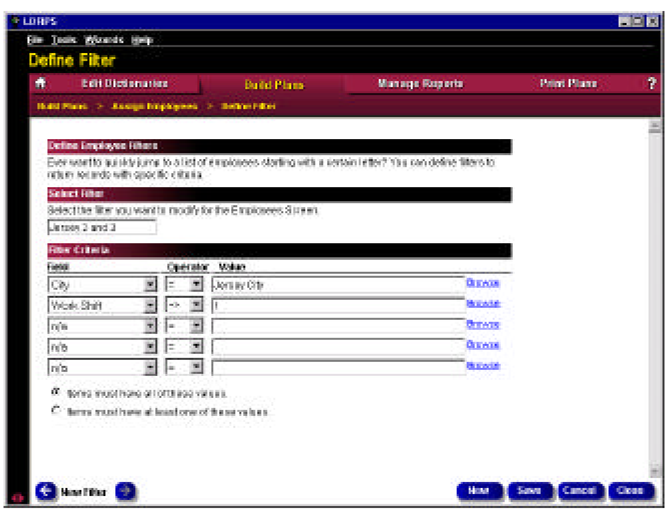
To edit a record in a plan dictionary, you must have permission to edit that plan.



Building New Filters

Filters are specific to data categories, so you can define as many filters as you need to find specific kinds of plan information. The filters tab appears in the search area at the bottom of the page. If you already have defined filters, you can select one from the list. To build a new one, click the Define Filter button.

The Define Filter screen lets you create new filters or edit the ones you've already built. Let's look at creating one to find those Jersey City employees who work the second and third shifts.



Each row of the filter lets you put specific search criteria on a field. You can search on one or more fields.

Start by clicking the New button and entering the new filter name.

Click on the drop down box in the Field column to select the field to search. (If you're working on employees, these are the fields on the Employees edit screen). The field you select displays as the first item in the filter list. Because we want the employees who work in a specific town, we chose City.

Next, you'll select an "operator" to describe the relationship between the field and the specific information you're looking for. The chart below explains each operator.

Operator	Description
=	**Equal to** Finds only exact matches
Like	**Like** Finds similar matches. You can use a wild card (* or ?) with this operator.
<	**Less than** Finds only data less than what you enter, either numeric or alphabetic information (A is less than B, B is less than C, etc.).
<=	**Less than or equal to** Finds only data less than or equal to what you enter, either numeric or alphabetic information (A is less than B, B is less than C, etc.).
>	**Greater than** Finds only data greater than what you enter, either numeric or alphabetic information (Z is greater than Y, Y is greater than X, etc.).
>=	**Greater than or equal to** Finds only data greater than or equal to what you enter, either numeric or alphabetic information (Z is greater than Y, Y is greater than X, etc.).
<>	**Not equal to** Finds all information that is not exactly what you enter.

In our example, we choose Equal to.

The final piece, the "Value," is what you're searching for. Here we entered Jersey City. This will find all of the employees with Jersey City entered in the City field. (When you use the "Like" operator, you can use * or ? as wild cards to search for a general phrase just like with the Lookup).

Each piece of information you're searching for appears as a row in the filter. So to make the search more specific, move to the next row and enter additional criteria. Because we want employees only from the second and third shifts, we used the "Not equal to" operator to eliminate employees with a work shift of 1.

At the base of the screen there are two conditions that further define the search. The first, "Items must have all of these values" means that all rows of the filter must match. We chose this option for our example.

The other option, "Items must have at least one of these values", means one or more of the conditions are met. This is a great way to search for records with different values in the same field. For example, if we wanted employees who work in Jersey City and Chicago, we could have defined the filter with a row for each of those cities and chosen this condition.

Attaching Objects to a Record

Suppose, for security reasons, you'd like to have your plan include pictures of all employees who will have access to your command center. You can include pictures, maps, diagrams, charts, etc. with your plans. LDRPS calls these "objects".

If an object is attached to a record, the OLE Attachments frame appears at the bottom of the screen with an icon for each attachment. Click on the icon to edit the attached object.

Like documents, these objects can be linked or embedded. When you link to an object, you store a pointer to it, not the object itself. When you make changes, they are reflected in the plan. When you embed an object, you store a copy of it, and changes to the copy stored outside LDRPS do not affect the LDRPS copy.

To attach an object to a record

1. Select the task.
2. Select Record > Attach object. The Insert Object box opens.
3. Select the object to link to the record. (To create the object, select create.)
4. Click OK.
5. The selected object is attached to the record. Click Save.

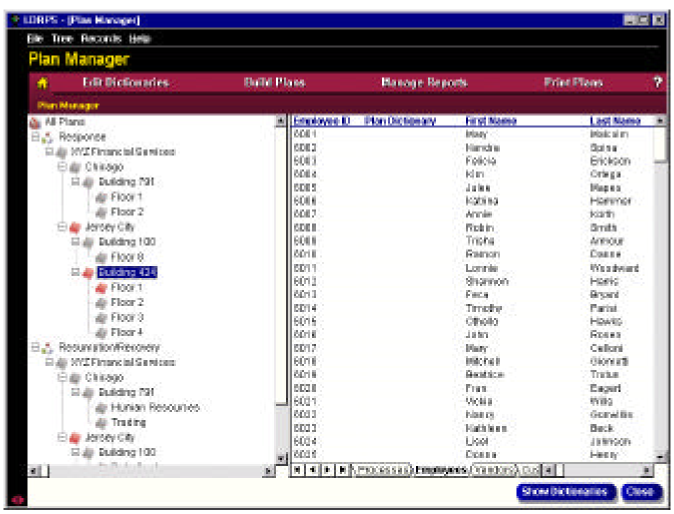
Spell Checking Your Entries

You can verify the spelling of plan information using the Spell Checker. In any edit screen, click on the field you want to check and choose Record > Spelling. The spell checker displays a suggestion if it doesn't recognize the word. Either type the correct spelling under Description or highlight the correct suggested spelling under Suggestions and click Change or Change All.

Adding Information to Multiple Plans

If you already have plan information in dictionaries and need to assign it to multiple plans, Plan Manager is a great choice. It shows all plans you are assigned to edit and lets you drag and drop records to move or copy them from one plan to another.

You can't edit records through Plan Manager. But you can open them later to make changes and add plan-specific information. Select Tools > Plan Manager to get started.



The category tabs at the base of the screen show records assigned to the plan highlighted in the tree. Click Show Dictionaries to see unassigned records as well.

The left side of the Plan Manager screen shows your plan tree. Once you choose a plan from the tree, the right side shows the records assigned to that plan by category. Use the arrows and tabs at the base of the screen to scroll through and select categories.

Assigning Dictionary Records to Plans

Remember that the tabs show only the records that have already been assigned to the selected plan. To see all dictionary records for that category, click on the Show Dictionaries button. The records display in a window with tabs for each category.

You can grab any record in the list by clicking on it and holding the left mouse button. You can then drag and drop it to any plan in the tree to assign it to that plan. You can grab multiple records by holding the Ctrl key and clicking each one in the list or by using the Shift key to select a range of records.

When you select the plan from the tree, the newly assigned records display.

Copying or moving assigned information between plans

Once information is assigned to a plan, you can move it to another plan or copy it to multiple plans by dragging it from the plan information section of the screen on the right to the plan(s) in the tree.

Highlight a plan in the tree and select the category of plan information you want to see. Grab a single record or use the Ctrl key to highlight more than one. To move the information, drag it to the desired plan. To copy it, hold the Ctrl key down while dragging.

Removing information from plans

There are two ways to remove assigned records from the selected plan. Ctrl-click on each record you want to delete and press the Del key or choose Records > Remove Records. Remember that removing an assigned record from a plan does not delete it from the dictionary.

(Use Record > Global Replace / Delete from a Build Plans or Edit Dictionary entry screen to delete the record entirely.)

When you copy, move, or delete information from plans using the Plan Manager and have confirmation messages enabled, you'll be asked to verify deletions.

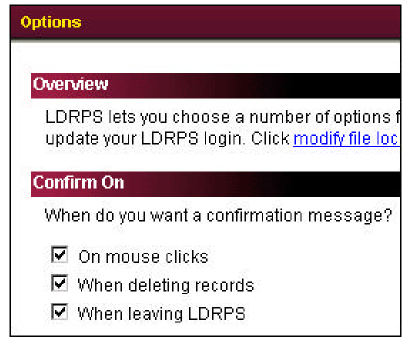
Can I turn off the confirmation messages?

Yes, but we strongly recommend that you use them.

These message boxes are a safeguard against making a mistake, especially when deleting records.

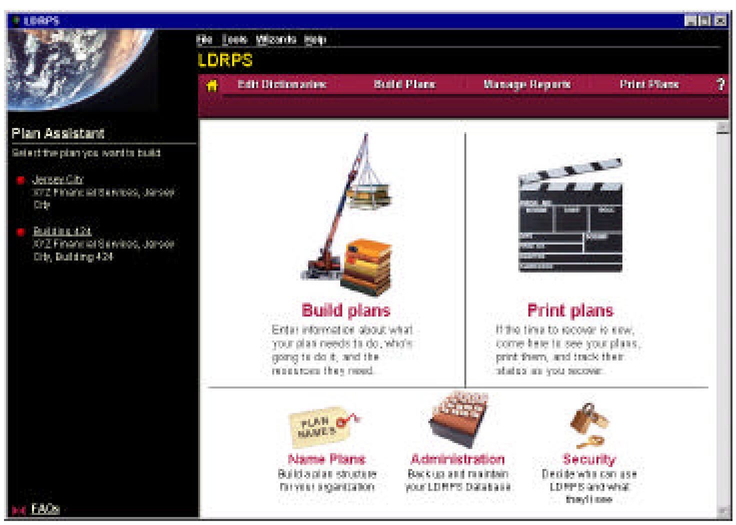
If you are comfortable working without confirming your choices, choose Tools > Options from the LDRPS home page. In the Confirm On section of the screen, disable “On mouse clicks” and “When deleting records”.

The next time you open Plan Manager, you won’t be asked to confirm actions you take.



Using the Plan Assistant

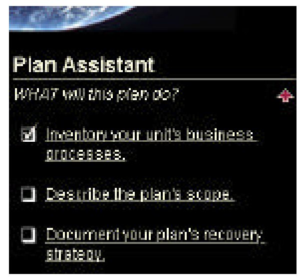
Plan Assistants have been designed to minimize what you need to know about LDRPS and to guide you through building your plans in the shortest amount of time. These assistants will walk you through only those areas of LDRPS where you need to enter information. They offer instructions in a checklist you follow and then mark as complete to show your plan progress.



The first time you open the Plan Assistant, it asks you which plan you’d like to build. If you’re assigned to edit just one plan, that plan opens automatically when you activate the Assistant.

Plan Assistants are built by your system administrator to help you complete your specific plan building responsibilities. If you have access to more than one plan, you probably have a couple of assistants assigned to you. So when you log into LDRPS for the first time, you'll be asked to choose which plan you want to build. LDRPS opens the assistant designed for that plan.

The plan assistant panel changes to show a series of questions and steps to follow. When you click on a step, the appropriate screen opens and more specific instructions display. You'll follow those steps and, when you've completed your work, you'll mark them as complete.



Suppose the first step for your Marketing plan is "Inventory your unit's business processes". When you click this item in the checklist, Plan Assistant takes you to the LDRPS Assign Processes screen in Build Plans.

When you choose a step, the Plan Assistant takes you to the screen where you perform it. Click "View Guidelines" for an overview of your company's planning policies and procedures.

The plan assistant shows instructions for performing the step you've chosen. Once you have completed a step, click "I have completed this section." If you have to log off LDRPS without completing all of your work on a step, you can choose "I will work more on this section later" to save your work and pick up where you left off the next time.

Completed steps receive check marks. The next time you use the assistant, you'll select the first unmarked step.

Viewing Your Progress

The plan status bar on the Build Plans home page is updated each time you mark a step as complete to show you how much progress you've made in building your plan.

Each time you mark a step as complete, it gets a check in the list. The Plan Status bar shows how far along you are overall.

A step was complete, but the check disappeared. Why?

Because of changes within organizations, certain steps may need to be performed again after a period of time elapses. This keeps plan information accurate and up-to-date. When your system administrator sets up your plan assistant, he decides when you need to perform a step again. If a check mark disappears from a task you have completed, select it to redo that step.

4

Managing LDRPS Reports

Think of all the information you collect as you build your plans. You enter critical details about your employees, customers, and vendors. You inventory the software, equipment, and other materials you need in a crisis. And you identify your vital business operations and the steps you'll need to take to keep them running.

How does it all come together to show you what you need to know during a disruption? That's where LDRPS reports come in. Do you want to see a checklist of all the tasks each team member will have to perform when you activate your plan? There's an LDRPS report showing those steps. Want a list of the services your vendors perform? There's a report for that too. LDRPS comes with nearly 100 standard reports showing the information you've entered in all plan categories.

Using Crystal Reports, you can tailor these reports to change the appearance and content of your business continuity plan to meet your needs. You can customize any of the standard reports included with LDRPS or you can create new ones to your own specifications.

This chapter explains the basics of using Crystal Reports to create your own custom reports for LDRPS. See the Crystal Reports on-line help for more detailed instructions.

If LDRPS has so many standard reports, why would I need new ones?

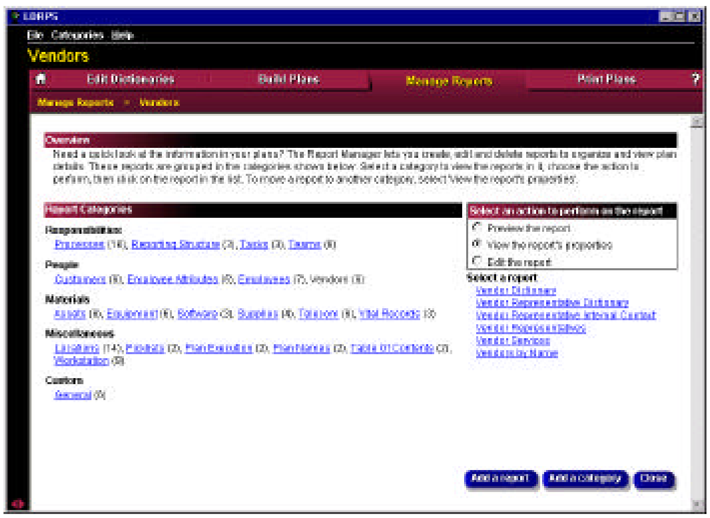
Well, you might not. But as you build your plan, you may decide that you want to make changes to these reports to show more information or sort it in a different way. For example, suppose you want to see the vendors that sell the software you've added to your dictionaries. You can build a custom report by copying the Software by Description report and adding Vendor fields.

As you build and test your plans you'll get a clear idea of how you want information to appear, and that will help you decide whether you need additional reports.

Alert: It's not a good idea to overwrite a standard report. Instead, copy it by creating a new report based on the standard report you want to change. See "Creating Custom Reports" later in this chapter.

Using the Manage Reports Screen

LDRPS stores reports in categories like those in Edit Dictionaries and Build Plans. The Manage Reports screen shows each of these categories and the number of reports contained in each. This lets you quickly select from all your employee reports, vendor reports, and so on. Categories are arranged in more general groups like Responsibilities and People.

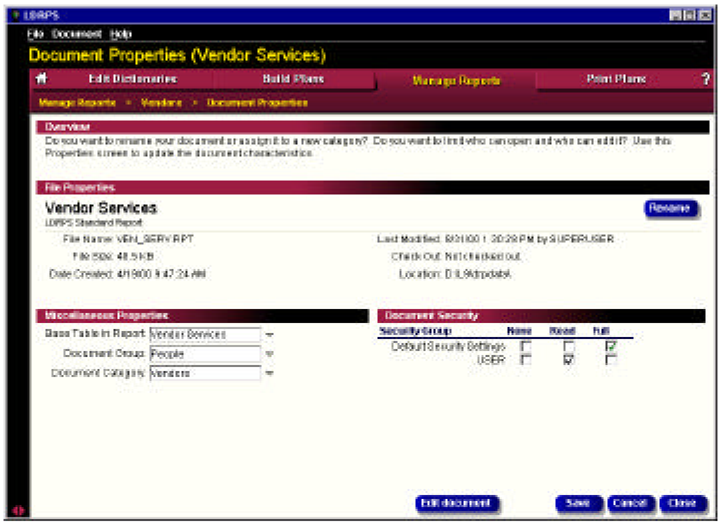


To see all reports in a category, click on the category name. To view or edit the report or see its properties, select an action and click on the report.

When you select a category on this page, the reports contained in it display alphabetically by description. Use the “Select an action ...” box to choose whether you want to view a report, make changes to it, or change its “properties”.

What are report properties?

Properties are basic information about a report, like where it’s stored and which LDRPS users can edit it. When you select “View the report’s properties” and click on a report in the list, LDRPS opens the Properties screen. This lets you change the basic characteristics of the report.



If you have access to LDRPS Security, the Report Properties screen lets you decide who can read the report and who can edit it, by security group.

The File Properties section of the screen tells you the name of the Crystal Reports file, when it was created and last changed, and whether it is embedded in the LDRPS database or stored externally (linked). It also tells you if the report is reserved by another user (checked out).

What's the difference between embedded and linked?

Reports copied into and stored in the LDRPS database are *embedded*. If you make changes to the copy stored outside LDRPS, they don't apply to the LDRPS copy, so you should always edit these reports through LDRPS.

Reports stored outside of LDRPS at an external location like a LAN are *linked*. They exist independently of the LDRPS database, and LDRPS captures changes to them when you print your plans.

Storing reports internally (embedding them) has several advantages:

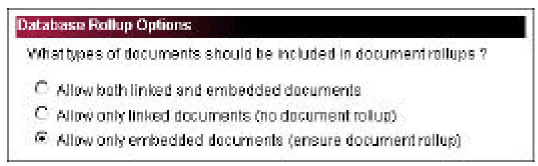
- If you want to roll up reports they must be embedded, whether you are using Enterprise Manager or Client / Server for roll ups.
- It provides better security. No one can tamper with embedded files. You have to "check out" these reports to edit them, something we'll talk about later.

- If you are using the LDRPS Web Server product, all reports must be embedded.

Storing documents externally (linking to them) also has several advantages:

- If multiple users need to access and edit the document, it is widely available. (However, a possible drawback is that multiple copies of the document can be saved and be out of synch.)
- It can be maintained by departments that do not use LDRPS.
- If your LDRPS database becomes corrupt, you will not lose a linked document.
- It keeps the size of your LDRPS database down.
- It can make accessing these documents quicker.

Note: Strohl Systems strongly recommends that if you store reports externally, you save them in the STROHL\LDRPS\DRPDATA directory.



If you are an LDRPS administrator, you can require users to embed reports. (Most often, you'll want to do this when you know you have to roll up reports between different LDRPS databases in your organization.) Select the Administration icon on the home page, then choose Document Options. In the Database Rollup Options section, click Allow Only Embedded Documents.

Can I change linked reports to embedded?

Yes. If you click the Embed All Documents button on the Document Options Screen, all reports that are currently linked will be embedded in the LDRPS database and you will have to check them out to edit them.

Selecting a base table for a report

All LDRPS reports are associated with a base table. This table determines whether the report will show dictionary information or plan-specific information. (You can easily identify plan-specific base tables because they have the phrase "... in Plans" in their description.)

The base table also establishes which filters LDRPS will apply to the report when it is printed or previewed, which LDRPS edit screens will have the report available from the Reports menu, and what masking (customized fields) should appear on the report.

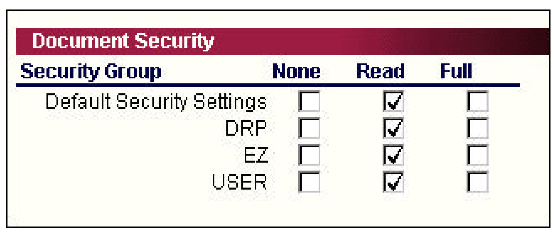
Moving a report to a new category

The Miscellaneous Properties section also shows the current group and category for the report, which determines how you access it on the Manage Reports home page. If you want to move the report to a category outside the current group, first select the new group name. The categories box will then change to include the categories in that group. Select the new category and click Save.

If the new category is in the current group, skip the Group field and just select the new category.

Controlling who can view and edit reports

You obviously wouldn't want everyone using LDRPS to be able to make changes to your reports. Actually, you may want to make sure that some of your users can't even see them. If you have access to LDRPS Security, you set this access using the Document Security section of the Properties screen. It shows each LDRPS security group below your own, and you click check boxes to specify access.



When you add a report, this security defaults to the document security you set up for your user ID in Tools > Options. See "Document permissions" on page 25 for more details.

You can edit these settings. When you click *None*, users belonging to that security group can't open the report. It won't appear in their list of available reports when they select a category in Manage Reports, or from the Reports menu in Build Plans or Edit Dictionaries.

When you click *Read*, users belonging to the security group can view report, but can't edit it. If they try to edit it, they'll receive an error message.

When you click *Full*, users belonging to the security group can view the report, edit it, and change its properties other than security settings.

Changing the report description

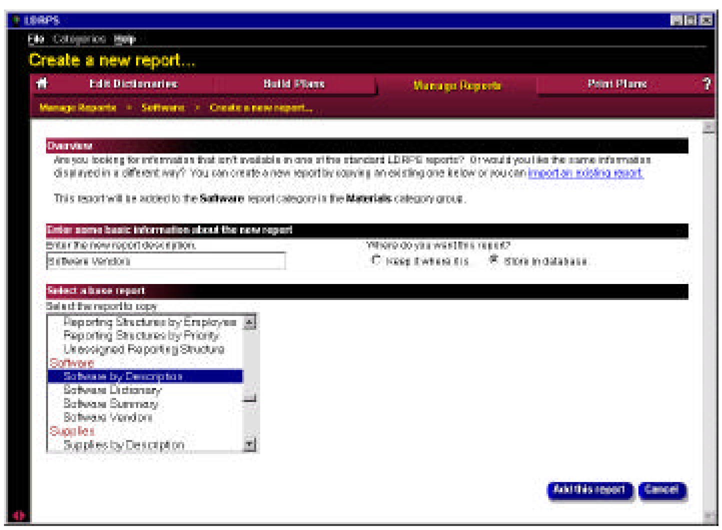
Suppose you look at your Employee Summary report and decide you'd rather call it "Employees at Each Location". You can change this description from the Properties screen by clicking the Rename button, entering the new description, and clicking OK.

Remember that this reports are displayed alphabetically by this description on the Manage Reports screen, so changing it probably will change the order of this list.

Creating Custom Reports

You have three options when creating a new report. Most often, you'll copy an existing LDRPS report so you can make slight changes to it or use the same layout. If you're very comfortable designing reports in Crystal, you can create a blank report and build it from scratch. Or, you can import a report from another source into LDRPS, which we'll discuss later.

To get started, select a category on the Manage Reports screen and click the Add a report button. The report you create will be added to that category.

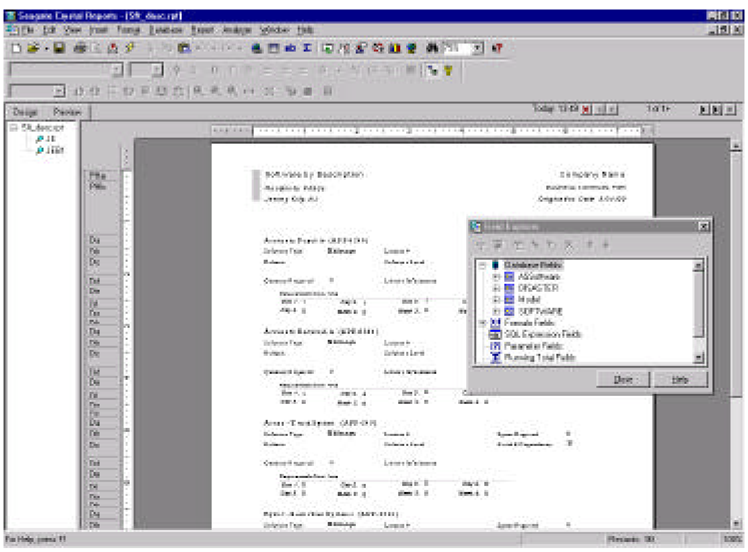


Here we selected the Software by Description report so we could create a new one based on it and add a Vendor field.

The Create a new report screen lists all LDRPS reports by category. The category you selected on the Manage Reports screen appears at the top of the list, because you're most likely to base your new report on one from that category. All other categories are listed alphabetically.

Select a report from the list, enter a new report description, and click the Add this report button. This report is added to the same category as the report you based it on, and is automatically assigned to the same base table. Security defaults to the document security you set up for your user ID in Tools > Options. See "Document permissions" on page 25 for more details. (You can change these settings on the Properties screen.)

You can edit the report when you create it or can save the report and edit it later. When you edit the report, Crystal Reports opens a new report that looks just like the one you copied.



Crystal Reports opened a new report that looked just like the Software by Description report we copied.

You can add, change, and delete fields and any other report details.

You can change the placement or format (font, size, color, etc.) of any field in the report. You can also include subtotals, grand totals, and formulas. For full details, consult your Crystal Reports on-line help.

To remove fields, click on them and press the Delete key. (Use Edit > Cut to save a field in the Clipboard.)

To add a field to a report

1. From the Crystal Reports main menu, select Insert > Database Field. The Field Explorer window opens, listing all of the available fields for this report.
2. Select the field (or fields) you want to add to the report.
3. Click the Insert to Report button at the top of the window and drag the field where you want it to appear in your report layout. Crystal automatically puts a field title in the Page Header section (if you have this option turned on in File > Options > Layout tab > Insert Detail Field Titles).
4. When you have added all the fields you need, click Close.
5. Select File > Save.

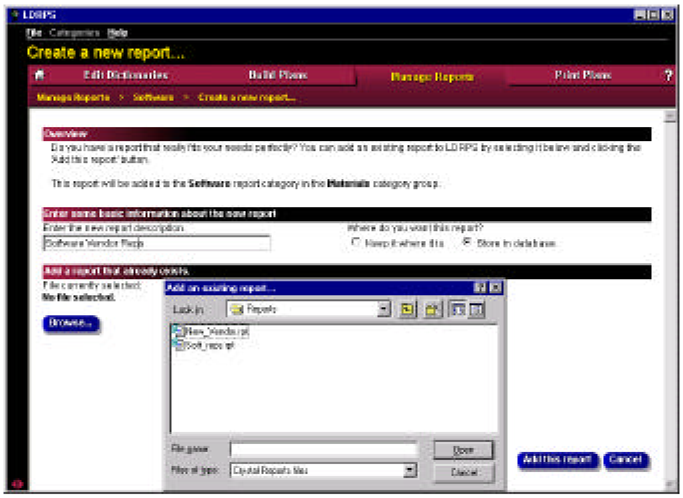
Alert: Don't select File > Save As because that creates a new copy of the report that is neither linked to or embedded in the LDRPS database.

Adding an Existing Report from Outside LDRPS

Suppose someone in your organization has a strong knowledge of Crystal Reports and has designed reports that would be very useful in your plans. Manage Reports lets you copy these reports into your LDRPS database. These reports should be ones that collect information from LDRPS, not Crystal reports pointing to a different database.

On the Create a new report screen, click the "import an existing report" link in the Overview text. On the Add Existing Report screen, click the Browse button to select the file name and path of the report.

Enter a description to name the new report. You'll also decide whether to embed the report in the LDRPS database. Remember that LDRPS Web Server and rolling up via Enterprise Manager require that you embed documents and reports.



Suppose someone in your organization sent you an e-mail with a couple of new Crystal Reports. Add Existing Report lets you copy them into your LDRPS database.

Click Add this report to copy it into your LDRPS database. It will be added to the category you selected on the Manage Reports screen. (The Overview text shows this category in bold text so you can be sure where the report is copied.)

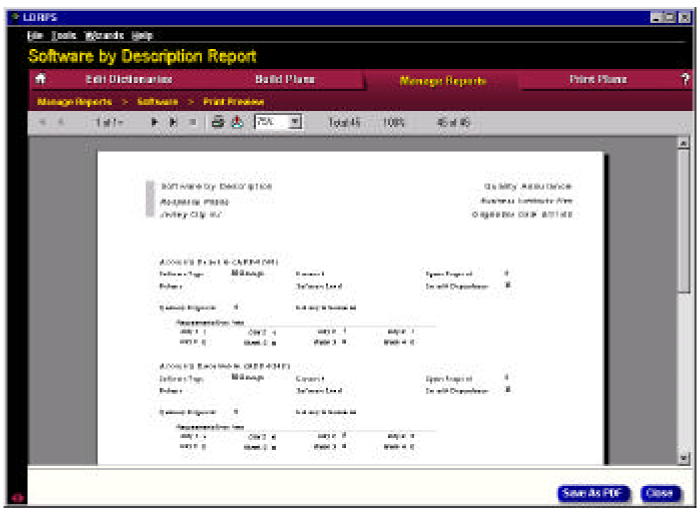
Once you have copied the report, you can edit it through the Manage Reports screen.

Can I delete a custom report?

Yes, but only if you created or added it. On the Report Properties screen, select Document > Delete Document and answer Yes when you're asked to confirm.

Viewing and Editing LDRPS Reports

If you'd like to see what your reports will look like before printing your plan, use the "Preview the report" option on the Manage Reports screen. If you plan to build custom reports based on existing ones, this is also a good way to find a report that is similar in structure and contents to the one you want to build. (The appendix of this guide includes a sample of each standard report.)



The preview gives you a look at your reports before you print your plans. For reports with a plan-specific base table, you'll choose which plans the report draws from. Dictionary reports let you choose a filter.

If the report has a plan-specific base table, you're then asked to select the plans to include in the report. Remember that this has no bearing on your final plan contents -- it simply determines what information shows in the preview. If the report has a dictionary base table, you'll be asked to select a filter. For example, you could limit your Team Task Checklist to the tasks for a specific team. If you're looking at dictionary reports, the report could be very long, so a filter could come in handy.

You can even design a new filter before viewing the report. For more details on how to build one, see "Applying Filters" on page 75.

Once you've selected the plans or the filter the report will draw from, it opens in the preview window shown above. Use the arrows in the navigation bar at the top of the screen to page through the report.

Editing LDRPS Reports

As we mentioned earlier, you'll probably want to avoid changing the standard reports shipped with LDRPS. Chances are at some point you'll want to have the original report for reference, and it's very easy to make a copy of it when building a new report.

But if you are comfortable using Crystal Reports you can make changes to a report by choosing the category, clicking the Edit the Report option and then selecting the report from the list. You can also update any custom reports you've created.

Checking out reports

If a report is stored within the LDRPS database (embedded), it must be "checked out" before you can edit it. This reserves the report, preventing other users from making changes to it while you have it open.

Once you have edited and saved your changes, you must "check in" the report to update the changes in LDRPS and make it available to other users. Click the Check in button.

When a report is checked out, the Properties screen shows the user name of the person who checked it out and when it was opened.

Tip: When Crystal opens, if the report displays with a series of X's in every field, choose File > Options to open the File Options dialog box. On the Layout tab, select the Show Field Names option (in the lower right section of the box). Click OK to save your changes. Your LDRPS field names should now display in the report.

Printing Reports

You can print a report while editing it in Crystal Reports, or can save it as a PDF file while previewing it. Saving as PDF is a good option if you want to distribute a copy of the report quickly through e-mail or place it on a network so many people can get access to it.

Managing Report Categories

As you add custom reports, you may find that you want to create new categories to organize them. Or you may want to move a report from one category to another.

To create a new category, click the Add a category button on the Manage Reports screen. Select the group you want to add the category to, then enter the new name.

You can delete a category only if it is a custom one you have created. Select Categories > Delete a category, then choose the group and the category name. If there are reports in the category, they will be moved to the General category under the Custom Group.

You can change the name of a category by choosing Categories > Rename a category. Enter the new name and click OK.

To move the report to a different category, click the “View the report’s properties” option and select the report. The Miscellaneous Properties section of the Report Properties screen shows the current group and category for the report.

If you want to move the report to a category outside the current group, first select the new group name. The categories box will then change to include the categories in that group. Select the new category and click Save. If the new category is in the current group, skip the Group field and just select the new category.

5 Printing Your Plans

So you've carefully entered plan information into LDRPS, gathered the documents you need, and put your plan in place. Now it's time to show the results of your work and print your plan.

When should I print my plans?

You can print your plan any time you want. Some plan builders like to print as they enter information to get a feel for how they're progressing. But most of the time you'll print when you've finished entering information so your plan is as close to complete as possible.

When you look at your printed plans for the first time, you'll probably experience a variety of feelings. You'll know the satisfaction of seeing the results of your plan building in tangible form. And you'll feel a sense of reassurance knowing your company has a plan in place to deal with the impact of a disruption.

But as you review the plan page by page, you may notice areas that could use some fine tuning. Missing information may not be noticed until you see the printed plan in front of you and start reviewing reports.

Sometimes it's not always obvious where your plan needs work, so it's always wise to test your plan before finalizing it. This accomplishes two things. First, it lets you confirm that you have entered all appropriate information and included all pertinent documents. But most importantly, it ensures that your plan is viable in the event of an actual emergency. If you have a weakness in your plan, you're much better off discovering it during a drill than an actual disruption.

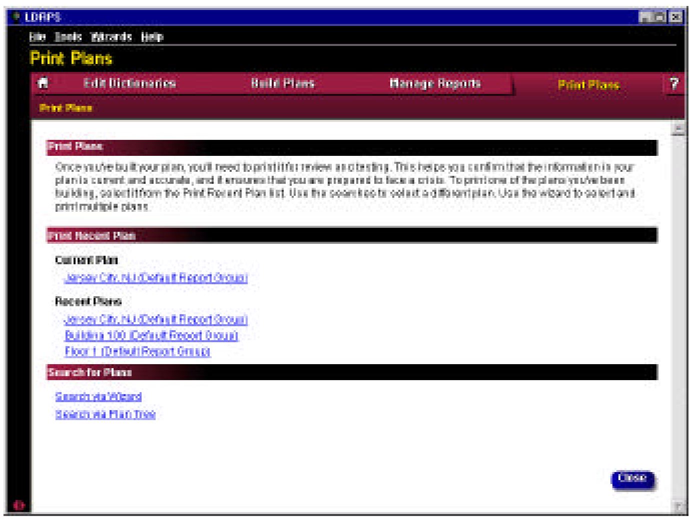
For example, suppose you have set up an offsite location as a backup site, but when running a drill you find that the office cannot handle your telecommunications requirements. Uncovering this problem while running a test helps avoid a critical breakdown during a real emergency. You can go back and update your plan to use a different site, or correct the problem at the location you chose.

By updating, testing and adjusting your business continuity plans regularly, you can help ensure that your business is well prepared to face a crisis.

Selecting Plans to Print

To get started, select Print Plans from the LDRPS home page.

First you'll need to decide which plan or range of plans you want to print. The Print Plans home page lets you choose one of the plans you've recently edited, or you can search for and select one or more plans.



The Print Plans home page lets you quickly print the plans you've worked on recently or search for plans to print. Search via the Wizard to print more than one plan at a time.

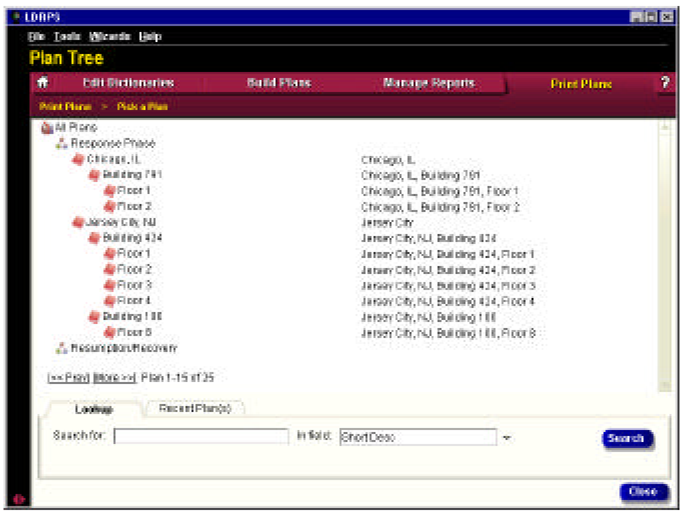
Often you will want to print only one of the plans you're currently building. So the Print Plans home page shows the current plan and those you've recently edited so you can select one quickly without searching.

If you simply want to print one of these plans, click on it to be taken directly to the Print Plans Wizard. If this is what you want to do, skip ahead to "Printing the Selected Plans" on page 104 for instructions on how to submit the plan you've selected.

But if you don't see the plan you want highlighted on the Print Plans home page, you can use one of the searches to find it. Searching with the Plan Tree lets you select a single plan, and searching with the Wizard lets you select several.

Choosing a Plan from the Tree

If you want to print a single plan and it's not in your recent plans list, choose Search via Plan Tree to choose from all of the plans you've been assigned to edit. The Pick a Plan screen shows the plans you've been assigned to edit and those directly above them in the tree.



If you search using the tree, you can select and print just one plan at a time. Searching via the wizard lets you choose and print multiple plans at once.

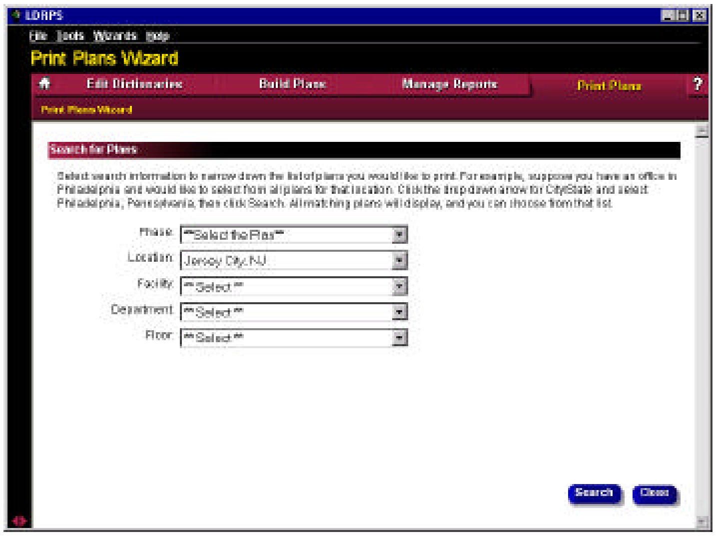
If you have access to a plan, it will become highlighted when you drag the mouse pointer over it. Click on a plan to select it.

If you have access to many plans and your tree is very large, you can use the Lookup tool to reduce the tree or find a specific plan. For example, if you enter "Jersey City" in the Search for field and search on the plan description, your tree will show the Jersey City plans. For more information on using Lookup, see "Finding information to assign to plans" on page 52.

Selecting multiple plans to print

Let's say you want to take a look at the plans for your Jersey City location. Using the Print Plan Wizard, you can select those plans and decide which ones you want to print. If you want to print a plan and all of its sub-plans, this is the option to choose.

The Print Plans Wizard first shows a search screen that lets you choose from the various levels within your organization's phase structure. You can then search by one or more levels within the phase. For example, if your company has plans defined for all of your branch offices, you can search to find the plans for each city.



The search screen matches the phase structure for your plans, so you can search from the phase level or more specifically.

We selected Jersey City from the Location level and clicked Search. The Search Results screen showed the matching plans below.

If your search returns more plans than fit on one screen, click <u>More>></u> to move to the next page and see more matching plans. Click the Next button to submit the plans you choose.

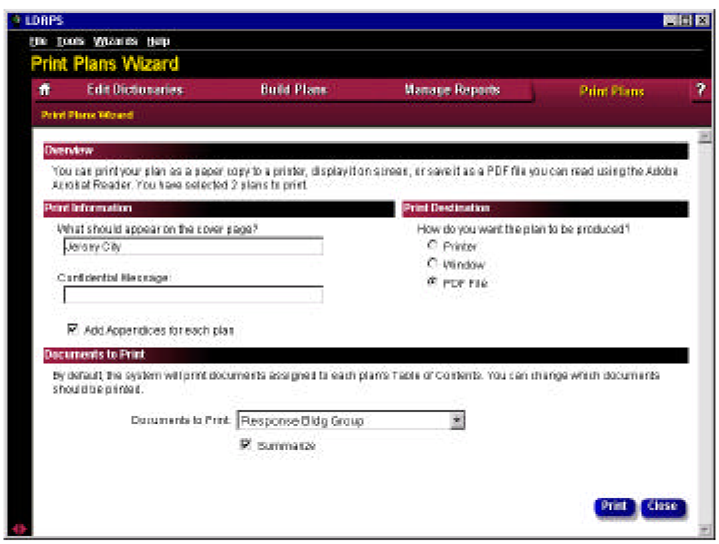
To select a plan, simply click it in the list. You can select as many plans as you want. If you want to print a plan and all those below it in the tree, click the Include Sub-plans option.

Searching and selecting plans with the wizard is very flexible, so you can use multiple searches to select different kinds of plans to print without losing plans you've already selected. Suppose you want to print certain plans within your Jersey City and Chicago locations. You can search on Jersey City, select the plans you want, then click Search Again and look for the Chicago plans you want. The Jersey City plans you chose remain in the print queue while you search for more plans.

Keep in mind that the more plans you select, the longer it will take to print them. Including sub-plans can dramatically increase the number of plans, depending on the number of plans in your tree.

Printing the Selected Plans

Once you've selected plans to print, you need to decide how you want to produce them. You select a table of contents, which determines the documents and reports to include in your plan. And you choose whether to send the plan to a printer, view it on screen, or save it as a PDF file.



"Documents to print" refers to the table of contents for your plan. This determines which documents and reports will be included. Unless you want summary reports for several plans, most of the time you'll just use the default.

The cover page heading defaults to the name of the first selected plan. You can change this at any time, but you probably won't need to unless you've selected multiple plans. If you enter a confidential message, like "Internal Use Only", it appears at the bottom of every page when you produce your plan as a PDF file. If you send the plan to a printer or window, it appears only at the bottom of reports.

Selecting a print destination

Where you print your plans really just depends on your preferences and the needs of your organization. Printing your plans to a window or as a PDF file will display the plans online instead of as a paper printout.

There are several advantages to producing the plan as a PDF file. First, you can distribute the file throughout your organization quickly by attaching it to an e-mail or saving it on a network drive. Anyone with the Adobe Acrobat Reader can view the plan in PDF format. (The LDRPS install CD contains the Acrobat Reader.) Second, it allows sequential page numbering for your plan.

Keep in mind that both the LDRPS viewer and the Adobe Acrobat Reader let you send your plans to a printer while viewing them. See "Viewing Your Plans" on page 106 for details on how to view your plans in a window or as a PDF.

Including plan-specific documents

The content of your printed plan is determined by the table of contents assigned to it (see the next section for more information). This allows your organization to enforce standards by making sure that key documents and reports appear in plans. However, your plan builders may have chosen to add a plan-specific document to the table of contents as an appendix.

To include these documents in your printed plan, you must click the Add Appendices to Plan check box.

For more details on appendix documents, see "Adding a Document as an Appendix" on page 71.

Deciding which documents and reports to include

The system administrator assigns a default table of contents to each plan. This determines which documents and reports will be included, as well as the order in which they'll appear. The Build Plan home page shows the table of contents for each plan you build.

When you've selected a plan to print, this table of contents will be used unless you choose another in the Documents to Print field. Most of the time you'll just use the default, but you may want to see your plan information in other reports or documents. Or, you may want to print multiple plans using the same table of contents. Selecting one applies it to all the plans you have selected.

What does Summarize mean?

Summarize means that LDRPS will print one table of contents, one copy of each document, and one copy of each report containing the information from all plans you've selected to print. If you don't summarize, the table of contents, documents, and reports are printed repeatedly for each plan and the reports contain the information of each individual plan.

Summarizing is only an option when you have selected multiple plans to print and choose a table of contents other than the default. It allows you to roll multiple plans together. Reports show grand totals across all plans with subtotals for individual plans. Typically you'll use a table of contents that has all of the summary reports in it.

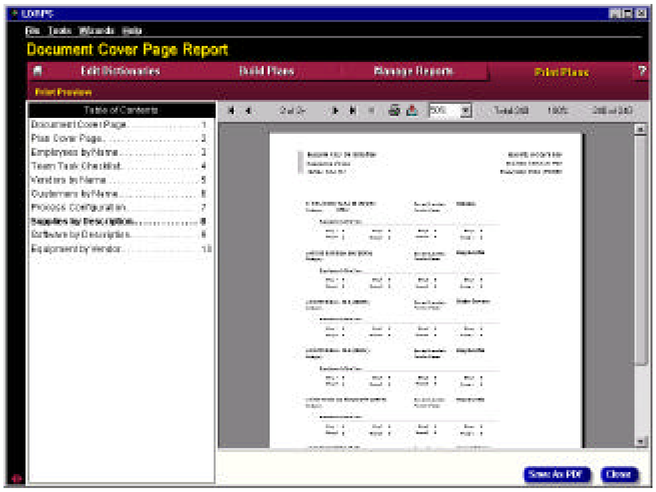
Alert: If you are sending the plan to a printer, for the table of contents to print out correctly, you must have accurately entered the number of pages on the entry screen for each document in Build Plans.

Viewing Your Plans

Printing to a window is essentially a preview of your plan, while producing it as a PDF saves the plan as a file you can read over and over.

Printing to a Window

When you select window as your print destination, the plan displays on the LDRPS screen in the Print Preview window. Click on an entry in the table of contents on the left to jump to a specific section. To view all the pages in a document, double click on the document preview to open it in a different window. Use the arrow buttons at the top of the Print Preview window to move between pages in a report.



The table of contents on the left side of the screen is more than a list of page numbers. Each item in the list is an active link, meaning you can click on it to jump to that page in your plan.

When you print your plan to a window, LDRPS does not save the plan as a file. Once you close out of the window, you can't view the plan again unless you reprint it.

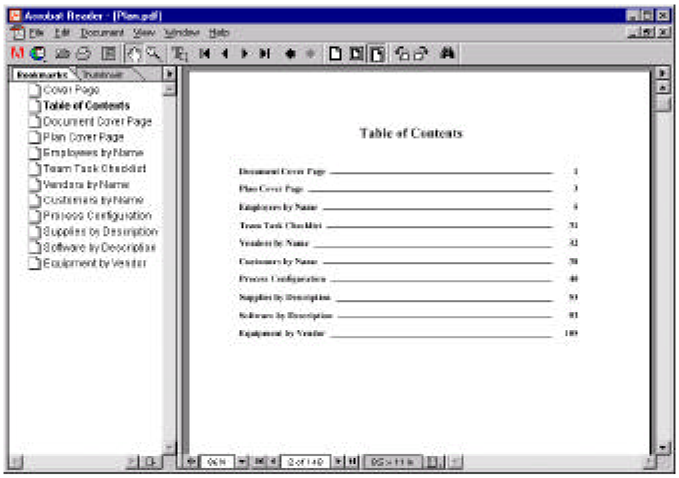
You can convert a report or document to PDF format by clicking the Save As PDF button while viewing it. You can also send it to a paper printer if you want a hard copy.

Saving as a PDF File

When you choose the PDF option, LDRPS will confirm that the plan printed successfully and will open it in the Adobe Acrobat Reader.

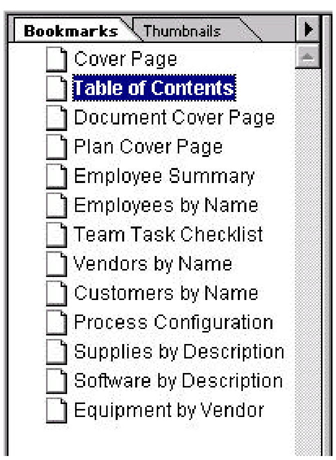
Again, saving your plan as a Portable Document File (PDF) offers many advantages. First, because PDF is such a common format, many people are familiar with the way the Adobe Acrobat Reader works. You can view the plan whenever you want by simply double-clicking the (planname).PDF file you've created. You can easily distribute it to team members by including it as a file attachment in an e-mail message. And it allows sequential page numbering for your plan.

Take a look at the following illustration. Notice that the table of contents appears on the left, and the plan page you've selected displays on the right.



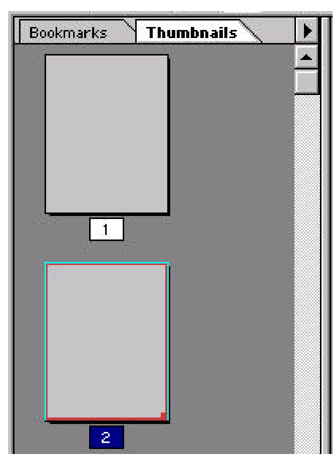
The navigation bar at the top of the screen lets you rotate the page, zoom in, and even search for specific text within the plan.

Use the contents tools on the left side of the screen to jump between sections of your plan. Bookmarks take you to a specific section, and thumbnails take you to a specific page. Each report and document in your table of contents is converted to a bookmark in the PDF file, so it's very easy to pinpoint exactly what you want to see.



Use the Bookmarks tab to jump to a specific section of your plan.

Use Thumbnails to jump to a specific page.



For more details on how to use the Adobe Acrobat Reader, select Help > Reader Guide while viewing your plan.

6

The Job Of An Administrator

If a significant business interruption occurs, your business continuity plans are crucial to the survival of your organization. Well-conceived and well-maintained continuity plans can minimize or eliminate the chaos, confusion, and financial devastation that so often come with a significant business interruption. Complete, up-to-date plans can ensure that your organization is prepared for whatever lies ahead. Incomplete, out-of-date, or non-existent plans will leave your organization vulnerable.

LDRPS is a set of tools designed to help your organization create the best business continuity plans possible with maximum efficiency. It is your best defense against the consequences of a disruption.

What does an LDRPS administrator do?

As administrator, you will establish corporate planning standards to ensure your various plans are comprehensive and consistent. You will coordinate the planning efforts of many people across many departments, sometimes even across many sites. You'll customize certain LDRPS tools and terms to address the specific needs of your organization.

In addition, you'll decide who can use LDRPS and will watch their progress as they build plans. And you'll perform occasional database maintenance to keep LDRPS running smoothly.

Let's look at each of these responsibilities in more detail.

Setting Planning Standards and Goals

Many companies require that plans throughout the organization follow certain standards. Standards often include common language and terminology, requirements, and types of equipment. As standards are created and enforced, plans become better organized and it becomes easier for each department or representative to quickly create their own plans. By setting these standards, you'll provide a framework for others to follow.

Defining your plan tree

The plan tree is a hierarchy of the plans for your organization, often based on your company structure. It contains a series of phases and plan names you create to address every type of plan -- from Prevention to Response through Restoration. You can identify and maintain separate plans for each building, division, department, business unit, or process in your organization.

You'll build a phase structure to ensure that plans across your organization follow the proper hierarchy, which lets you roll plans together. For example, you may want all of the plans in your Recovery / Restoration phase to be built down to the specific department level.

Customizing LDRPS

LDRPS is designed to be very flexible so that you can change it as needed to meet the specific standards and requirements of your organization. For example, if you refer to the people and groups that provide services as "Suppliers", you can rename the "Vendors" category. You can even write or change Frequently Asked Questions (FAQs) and plan assistants to help users build their plans.

Using the Screen Editor, you can add new fields and edit existing ones to change field lengths, make them required, and create pick lists of answers to choose from when working on the screen.

Building a table of contents

In LDRPS, a table of contents determines the documents and reports that will be included in a printed plan. The Table of Contents Editor lets you ensure that plans across your organization have the same content and format.

Creating custom reports

LDRPS ships with a large number of standard reports that allow you to review your plan information. You can use Crystal Reports to edit them to suit your planning needs and can create entirely new reports when needed.

Controlling Access to Plans

The information in your plans is critical to your organization. As the administrator, it is imperative that you keep this crucial information secure. Employee error or sabotage could wreak havoc on your plans. So you will grant plan access only to individuals who need it.

For example, employee home phone numbers and addresses do not need to be seen or accessed by most employees. It is your job, as the plan administrator, to ensure that confidential plan information is kept confidential.

LDRPS contains an extensive security system that lets you completely control a user's access to LDRPS and your plans. You determine who can run LDRPS and what plans he can edit, what plan information he can access and which tools he can use.

Coordinating Multiple Departments and Sites

It is the administrator's job to make sure that every function in the organization is planned for and that the organization is prepared to respond to any interruption. When you have many plans across departments and locations, it is very useful to find ways to share information back and forth.

Building dictionaries

Dictionaries are repositories of common information that can be shared by all plans. By entering or importing information into dictionaries, you make it available to be assigned to plans rather than entered repeatedly. Not only does this save work, it ensures that plan detail is consistent and correct.

Managing remote sites

If you are using more than one LDRPS database, you can disburse plan structure and information to your remote sites and consolidate their changes into your own master database. This supports your corporate standards by allowing you to set up and pre-populate the plans at the remote sites.

If you want to share additional plan components like security settings and customizations, you can use Enterprise Manager. You can establish a regular schedule of roll ups from the remote sites to your database to keep information current.

Sending a planning survey

If your remote locations do not have LDRPS installed, you can build an electronic survey containing questions and LDRPS entry screens. You can then import their responses to build plans for their levels of the organization.

Monitoring Planning Progress

Plan assistants are coaches that guide your users through building plans. Plans built using these coaches follow instructions and guidelines that you establish to ensure consistency. You’ll use Plan Assistant Builder to create and modify plan assistants as well as to assign them to plans and users.

It also helps you to track the work performed on each plan and identify which plan builders could use a friendly nudge.

Maintaining the LDRPS Database

LDRPS Administration tools let you improve system performance, remove outdated or obsolete records, and back up your plans to a laptop or an offsite location. You will be responsible for using these tools to keep the LDRPS database running smoothly.

Web Administration

If you are running the Web Server version of LDRPS, the system administrator has additional responsibilities. You will coordinate Security and other Administrative functions on your Client/Server installation of LDRPS to support end users who will be building plans on the web.

You'll need to consider the following:

- Who is the database administrator who manages your server(s)?
- What NT administrator group manages your server(s)?
- What are the server resources (memory, CPU etc.)?
- What IP address and/or domain are the server(s) in?
- Is proper security enforced on the server(s)?
- Are you constantly aware of what is being modified on the server(s), who is doing it, and why it is being changed?

You should periodically review your printed plans list to make sure it doesn't get too large. Delete old, outdated, or unneeded plans through the Print Plans screen.

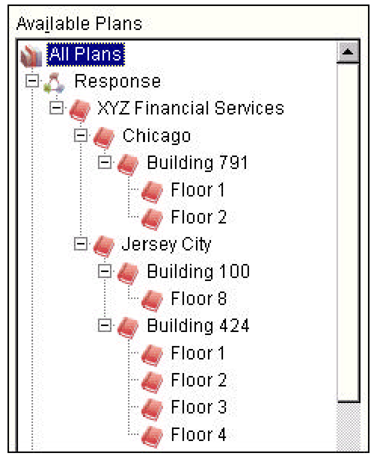
Also, if you have recently printed many plans, you may want to look at your PDFSERV subdirectory and delete the pdf*.log files that are less than 1K in size. Keep the pdf*.log files larger than 1K because they contain details about any errors you may have encountered while printing.

7

Building Your Plan Tree

People talk about having a business continuity plan, but what you really need is a continuity *program* containing a series of plans divided into phases. Typically, these plans mirror a company's organizational and / or physical structure, so the bigger your company, the more plans you'll need. Some companies have thousands of them.

Much of the work you do in LDRPS centers around your "plan tree", which is a hierarchy of plans for your organization. Before you begin collecting plan information you will design and build this tree, deciding which phases and plans you'll need to ensure you're prepared for any type of problem, from an isolated incident (such as a LAN failure) to a corporate-wide crisis.



Plan Tree

First you'll build phases, which determine the levels of plans you need. Then you'll add plan names at each level so that your plan builders can begin entering information for the plans assigned to them.

Because companies may reside at multiple sites -- with departments spread across locations, buildings, and floors -- the plan tree is a valuable tool for organizing your plans. It helps you easily access your plans and understand the relationships between locations, buildings, floors and departments.

In this chapter we'll discuss designing and creating phases and plans to build your organization's plan tree.

What are Phases?

Phases are components of your business continuity program. As the word implies, they usually correspond to broad, sequential steps you need to take to manage an incident. Strohl Systems has developed a model business continuity planning methodology called **PR4** that contains the following phases:

- Prevention
- Response
- Resumption
- Recovery
- Restoration

Here's an overview of each of these phases. You can find even more detail on them -- and other planning concepts -- in the *Business Continuity Planning Guide.*

Prevention

How do you reduce the possibility of a disruption and minimize your exposure? That's where the Prevention Phase comes in. The primary goals of this phase are to protect corporate assets and manage risk.

Response

If an incident occurs, how will your organization react? Will you be ready to quickly assess the damage or impact and determine the level of containment and control activity required? The Response Phase addresses the policies, procedures, and actions to be followed. Typical issues include emergency response procedures, crisis management, and crisis communications.

Response planning is critical because it concerns matters of personal safety. You'll often have evacuation plans and other guidelines here.

Resumption

What are your essential and most time-sensitive business operations? Resumption refers to planning for and restoring these essential business operations as quickly as possible following a disruption. This phase begins as soon as facilities are available to support disrupted business operations.

Resumption also deals with the transfer of business operations and resources from temporary facilities to permanent facilities. This must be planned and executed with extreme care to prevent a second, potentially disastrous business interruption.

Recovery

The Recovery Phase involves planning for and implementing expanded recovery operations for less time-sensitive business operations. This phase begins after the most time-sensitive business operations have resumed.

Restoration

How will you restore normal business operations after the disruption? The Restoration phase focuses on:

- moving business operations from the recovery site(s) back to the repaired or restored primary site,
- stabilizing and re-establishing normal operations at the primary site, and
- completing a post-recovery review.

Designing Your Phase Structure

Okay, so now that we have a general idea of what common phases are, let's discuss how to decide which ones you'll need and what they should contain.

Within each phase, you will build different plans. Since different phases may address different parts of your organization, the structure of these phases may differ. So will the contents. For example, you may want to have evacuation procedures and call trees in your Response phase, but you might not need them in other phases.

A typical company will have two main phases: Response and Recovery. The primary goal of the Response phase is to make sure everyone in your organization is safe. Here you're reacting to the initial emergency and activating plans. Other concerns are issues like media control and notifying your personnel (that's why you want call trees here). So a common plan structure might be set up geographically or based on your organization's physical structure (e.g., facility). Or, if you are in an area that is prone to certain types of disasters (hurricane, fire, flood), you may want to build plans designed to deal specifically with each of them.

Once you're sure all of your employees are accounted for, your focus shifts to your clients. Specifically, you're worried about them *remaining* your clients. So you launch your Recovery phase to take the steps necessary to keep them happy and protect your reputation so they don't go elsewhere. This phase would be set up geographically, with plans focusing on the processes the departments need to keep running.

Let's look at how one company, XYZ Financial Services, built their Response and Resumption/Recovery phases.

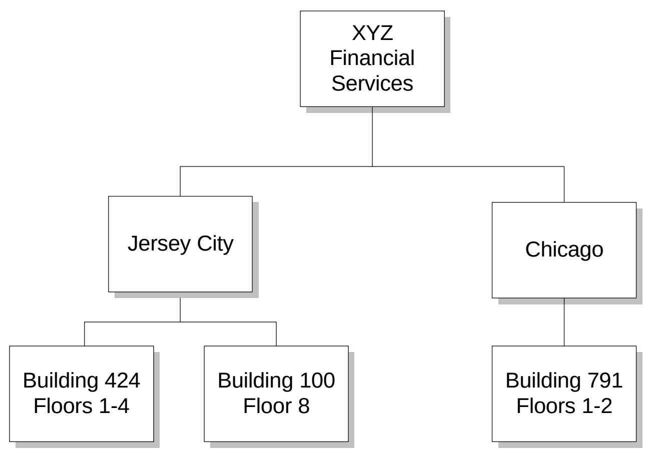
Example 1: Building the XYZ Financial Services Response Phase

Remember that the focus of the Response phase is assessment -- determining whether your employees are safe and what damage your facilities and operations have sustained. You're basically gathering information here so you'll know how much trouble you have ahead of you.

After some discussion, the planners at XYZ settled on building a phase with three levels that corresponded to their organization chart below. The top level of the phase would be a plan for each of XYZ's physical locations affected by a disruption (city, town, campus). The next level would be the facility (office, plant, warehouse), followed by the floors affected.

So for the Response Phase, the XYZ plan structure would be:

- Jersey City
  - Building 424
    - Floor 1
    - Floor 2
    - Floor 3
    - Floor 4
  - Building 100
    - Floor 8
- Chicago
  - Building 791
    - Floor 1
    - Floor 2



Example 2: Building the XYZ Financial Services Resumption / Recovery Phase

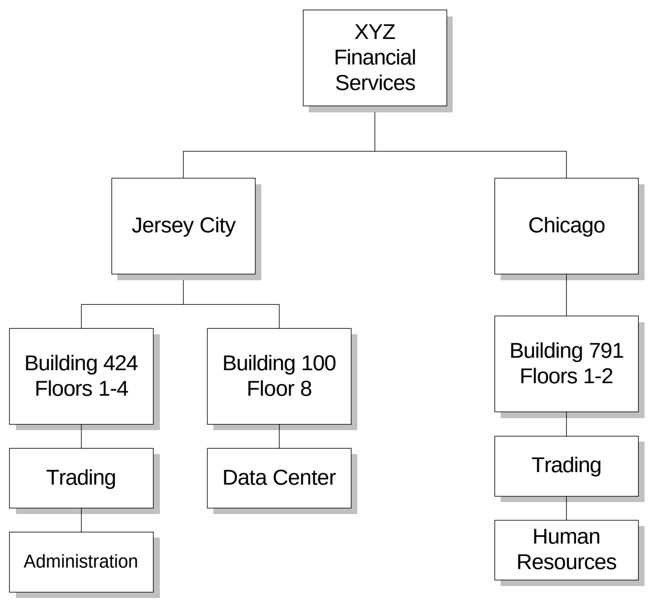
The planners then turned their attention to the Resumption / Recovery Phase. They decided that while they would still need plans for each location and facility, the next level would be department rather than floor. (Remember that the Resumption phase focuses on the specific processes each department will be performing rather than making sure a floor is still operational).

Here's an expanded organization chart for XYZ Financial Services, showing the departments located on each floor.

So for the Resumption / Recovery Phase, the XYZ plan structure would be:

Jersey City
- Building 424
  - Trading
  - Administration
- Building 100
  - Data Center

Chicago
- Building 791
  - Trading
  - Human Resources



Example 3: Building a Plan Hierarchy with One Phase

Some companies prefer to build their plans within a single phase approach. This helps them reduce the overall number of plans and avoid having blank plans that go unused in their plan tree. These companies typically set up their emergency response plans at the facility level, because they have emergency response teams in each building that will respond regardless of where the disruption took place.

The following is an example of a single-phase plan structure:

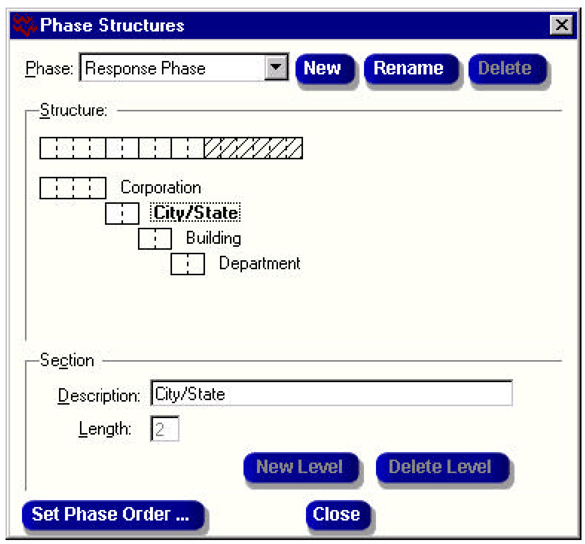
- Business Continuity Phase
- Chicago, IL (*Crisis Management Plans at this level*)
  - Building 500 (*Emergency Response Plans at this level*)
    - Accounting
    - Finance
    - Support Services (*Resumption and Recovery Plans at this level*)
    - Documentation
    - Administration
- Denver, CO
  - Building 17
    - Accounts Payable

Setting Up Phase Levels

Now that we've discussed how to design a phase structure for your organization, let's review how to build phases in LDRPS. To get started, select the Name Plans icon on the LDRPS home page, click Plan Name Editor, then click the Edit Phases button.

There are two ways to create phases, and you'll choose between them. If you're new to phase design and you'd like a little more direction, use the Phase Wizard to build a phase by answering a series of simple questions. You can't edit or delete phases with this wizard.

Otherwise, click Edit Phase to open the Phase Structures window.



To start building a phase, click New and enter the phase name. The name of the new phase you defined displays in the Phase field.

Once you've created your phase, you'll build the levels within it. Later, when you add plans to the phase, they will follow this structure (as we showed in the examples earlier). As you add levels to your phase, the Structure section shows them.

To name a level, enter a short description. Note that this is not the name of the plan -- you'll enter plan names later. This description refers only to the types of plans to add at that level of the tree. For example, if Location is the first level of the phase, the description should be "Location", **not** "Jersey City, NJ". The plans you add at that level will show the location names.

Click New Level to add additional levels to the structure.

The Length field refers to the number of characters LDRPS uses to generate Plan IDs, which are codes that apply to levels of the phase structure. This length defaults to two characters. As levels are added to the phase, LDRPS automatically adds characters to the Plan ID.

How do Plan IDs work?

LDRPS automatically generates a Plan ID for each plan name. LDRPS uses this ID for database storage and reference. As you enter your plan names, LDRPS automatically creates a corresponding Plan ID, but it is rarely visible to the user. (You can view IDs easily by selecting the Plan Names by ID report from the Plan Names category on the Manage Reports home page.)

The following chart shows how phase levels, plan names, and Plan IDs are related. In this case, the length of each segment of the Plan ID is two characters (the system default). Note how LDRPS adds to the existing Plan ID each time you add a level.

Phase Level	Plan Name	Level	Plan ID
Company	XYZ Enterprises	XY	XY
Location	Jersey City	JC	XYJC
Facility	424 Building	42	XYJC42
Department	Trading	AD	XYJC42TR

Plan IDs are generally hidden in the system and used only internally by LDRPS. Therefore, the number of characters used to build the Plan ID is usually not important to the user. However, if your plan tree contains more than 8 levels, the Plan ID will exceed 16 characters and will not be accepted by the system.

We strongly recommend that the plan tree not exceed 8 levels, because doing so may negatively impact the integrity of your Phases Structures and make the Phase Structures screen unclear and difficult to use. To avoid exceeding 16 characters, you can change the number of characters used for the Plan ID for each level, but it’s generally a good idea to limit your levels to 8.

It's also a good idea to leave the ID length at 2 characters because using 1 character limits the number of plans in that level of the phase and restricts rearranging plans because they display alphabetically by plan ID.

Note: If you absolutely *must* exceed 16 characters, please contact Strohl Systems Customer Support.

Adding the Phase to the Tree

Click New Level to add levels to the phase structure until the phase is complete. Then click Close to add the phase to the plan tree. The Plan Name Edit screen opens, and you can begin adding plans to the phase.

Changing Phase Names and Structure

While you're building a phase you can rename levels, insert new levels, and even delete them. This helps you fine tune the phase structure as you go. Remember that the Phase Structures window shows your changes as you make them.

However, once you have assigned plans to a phase, you are more restricted in what you can do. For example, you can't delete a phase or a phase level with plans assigned. Also, when a phase has no plans assigned you can insert a new level between existing ones, but when a phase has plans you can only add one below the bottom level.

If you absolutely must insert a new level once plans have been assigned, you will have to delete all plan names from that level down or make a different phase and drag and drop plan names to it.

To change the name of a phase, select it, click the Rename button, and enter the new name. To rename a phase level, click on it and enter a new description. To remove a level within a phase, select it and click on the Delete Level button.

Can I change the order of phases in my tree?

When you create a phase, it is always added to the bottom of the tree. Later, when you add plans to it, it is ordered alphabetically by a phase code LDRPS assigns. You can change this sequence, but you should really think about it before you do so, because you won't be able to use Enterprise Manager or disburse and consolidate information with other LDRPS sites with a different phase structure. (If necessary, you can disburse or roll down phase structure to remote sites.)

Use the Set Phase Order button to rearrange the order of your phases. (If a phase does not have plans in it, it will not assume the new sequence until you assign plans to it).

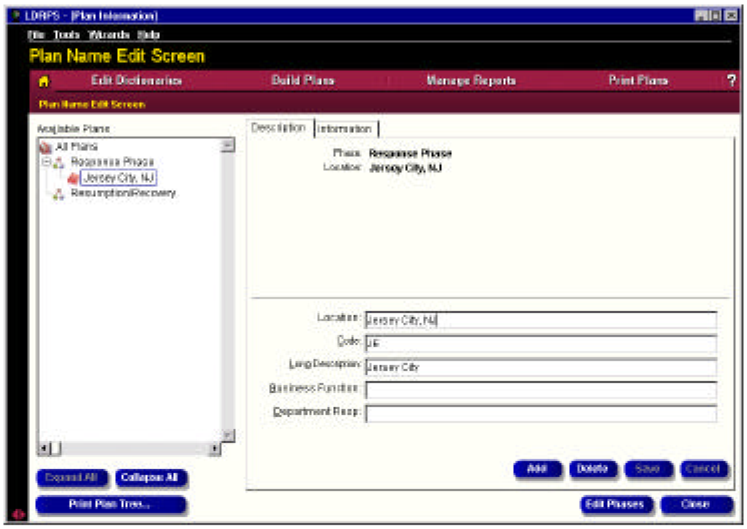
Adding Plans to the Tree

Once you've built at least one phase you can begin creating plan names. To get started, select the Name Plans icon from the LDRPS home page.

The Plan Name Wizard lets you create plan names by answering a series of questions. Like the Phase wizard, it's designed for LDRPS users who aren't familiar with plan building or simply want a little help. Using the Wizard, you can create plan names but can't edit or delete them.

A more powerful option is the Plan Name Edit screen, which lets you see the changes to your plan tree as you make them. You can add plan names to a phase, change plan names, move plans between or within phases, or delete plans entirely.

Let's look at how XYZ Financial Services created plan names for the Response phase. Notice in the picture below that the tree contains markers for both the Response and Recovery Phases.



Here's the tree after XYZ added its first plan. It was added automatically to the top level of the selected phase. Notice that the description at the top shows the phase level you're building (in this case, Location).

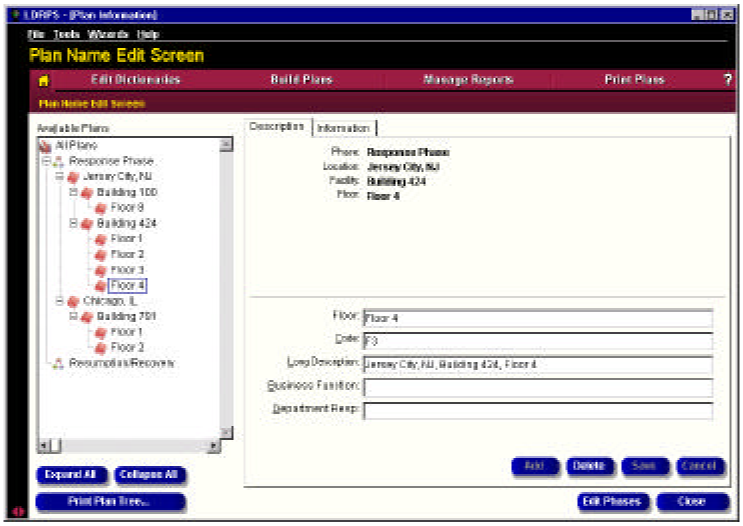
The administrator at XYZ started by selecting the Response phase and clicking the Add button. A book icon was added to the tree below the Response phase to show that a first level plan was being added. The first field in the bottom of the screen read "Location" because that's the first level of the Response phase structure. He entered "Jersey City, NJ" and it displayed in the tree as he typed it.

There are two tabs in this screen, Description and Information. The Description tab is where you enter the plan name and other basic details. If ISO 9000 compliance is an issue for your organization, use the Information tab to enter that information for each plan you create. Click Save to enter the information and add another plan.

With a Jersey City plan assigned to the first level of the phase, he now had the choice of adding another location plan or adding plans for the next level (facility) under Jersey City. When you highlight a phase or plan in the tree and click Add, the new plan appears indented below it.

He moved on to add the two Jersey City buildings as plans at the facility level, then highlighted each and created plans for the floors in each. Next he highlighted the phase name again and created a new plan at the location level for Chicago, and added plans for the building and floor there.

When he was through, his plan tree looked like this:



Here's the tree after XYZ added all the Response phase plans. Notice that there are multiple plans at different levels in the phase corresponding to the XYZ Financial organizational structure.

The example we just discussed followed the XYZ Financial Services phase and plan design we outlined earlier in the chapter. Remember that your organization could have a dramatically different structure. Keep in mind also that you can have as many phases or plans as you need.

You'll see this plan tree in use throughout LDRPS, when establishing Security access to plans, when building plans, and when printing them, among other places. And when you do, you'll see frequent references to "sub-plans" -- these are the plans below a given plan in the tree. For example, the building and floor plans for the Jersey City location are considered sub-plans of the Jersey City plan.

You can have plans with the same name in different phases -- in fact, you probably will. These plans are independent of one another -- adding information to your Jersey City plan in the Response phase does not add that information to the Jersey City plan in the Recovery phase.

Some plan names may be "place holders" that actually do not contain any data. For example, XYZ Financial may decide not to store any actual plan data in the Jersey City plans. However, it is a valuable place holder that helps to clarify the organization of their plans.

Copying and Moving Plans

As departments move to different buildings and expand to other locations, you may want to move these plans from one building and location to another. You can copy and move plans directly within the plan tree by dragging and dropping them. Just keep the following in mind:

- You can copy or move a single plan with no sub-plans anywhere.
- You can copy a plan and all of its sub-plans only if you are copying to the same level in the same phase, or a compatible phase structure. In our previous example, XYZ could copy the Building 424 plan and floor sub plans to the Chicago plan, but not to the Building 791-level plan.
- You can move a plan with sub-plans only to the same level in the same phase. In our previous example, XYZ could move the Building 424 plan and floor sub plans from Jersey City to the Chicago plan, but not to the Recovery phase.

To copy a plan

1. Select the plan from the tree. Hold the Ctrl key and drag the cursor onto the plan you want it to be copied under.
2. When the confirmation message displays, click Copy.
3. If you want the copied plan to have a different name, enter it and click OK.
4. Choose whether you want to copy just the plan structure or the structure and all plan data.
5. If the plan you are copying has sub-plans **and** you are copying the plan to the same position in the phase structure, LDRPS asks if you want to include sub-plans. Click Yes or No.
6. The plan name is copied and displays as a sub-plan under the selected plan.

To move a plan

1. Select the plan from the tree and drag it onto the plan you want to move it under.
2. When the confirmation message displays, click Move.
3. LDRPS moves the plan name and any sub-plans. The tree will update to show the new structure.

How can I delete a plan?

You must first make sure the plan does not have any records assigned. If you need to remove information from a plan, first go to Build Plans or Plan Manager and make sure to delete all assigned information.

You also must move or delete all sub-plans before you can delete a plan.

If a plan does not have any records or sub-plans, select it and click the Delete button to remove it.

8
Customizing LDRPS

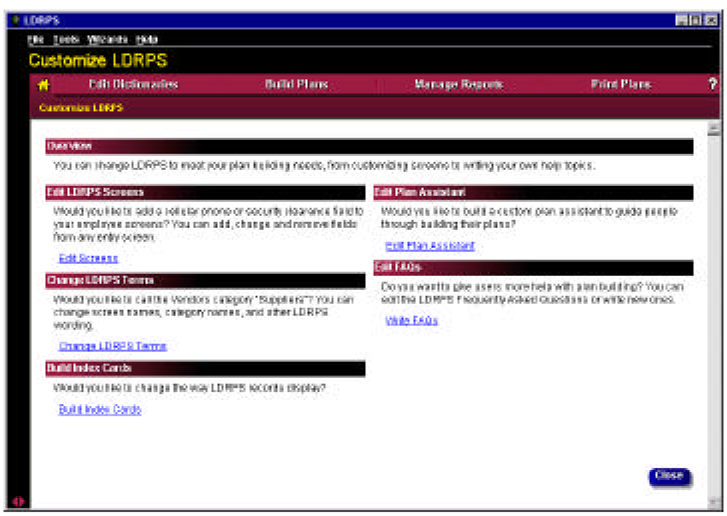
One of the first things system administrators want to do is make changes to LDRPS. Usually this involves changing screen or field names or adding new fields to a screen to collect additional information they need. But some companies customize very heavily, also changing field sizes, making optional fields required, and creating pick lists of responses to choose from.

They even change the names of categories in Edit Dictionaries and Build Plans. For example, some companies prefer the term “Suppliers” to “Vendors” and make that change to LDRPS. By the time they’re done, they’ve changed the look, style, and usage of many screens in the system.

In this chapter, we’ll discuss how you can customize LDRPS to fit your needs. We’ll review how to:

- add new fields to screens and edit existing fields,
- change screen names and other LDRPS terms,
- change the way LDRPS records display, and
- write and edit LDRPS help topics.

To begin, select the Customize icon from the LDRPS home page. The Customize LDRPS screen opens, showing what you can change.



This screen displays only for users with the “Customize LDRPS” option active in Security.

Editing plan assistants is a very detailed process, so we’ve written a separate chapter about it. See “Building Plan Assistants” on page 153.

Adding Fields to LDRPS Screens

LDRPS entry screens collect everything most companies need to build a comprehensive business continuity plan. But you may want to enter additional information to meet the unique needs of your organization. Using the Screen Editor, any user with Customization capability can add new fields to LDRPS entry screens to gather this information and include it in your LDRPS plans. You can also make changes to existing fields, which we'll discuss later.

Why would I want to add fields?

There are any number of reasons, but here are a couple of examples. Suppose you're setting up a plan for a high security installation and you want the plan to include each employee's security clearance level. So you add fields to the Employee data entry screen to collect this information. If you already have some kind of security database set up, you can create matching fields, then simply import the security clearances.

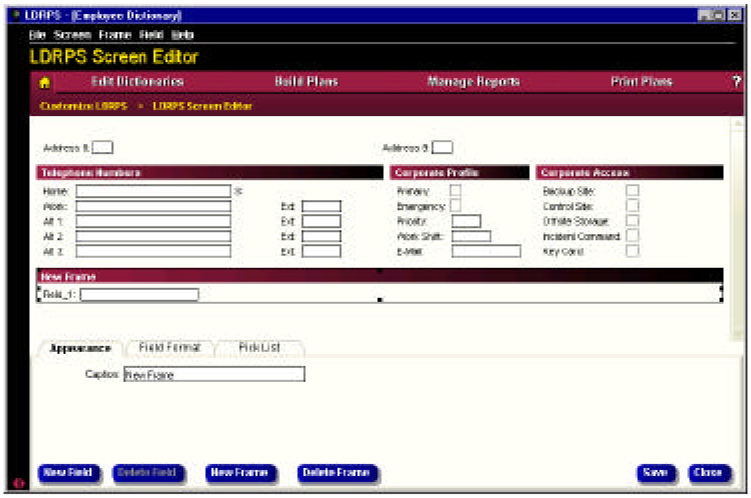
Or think about how you might use processes if a disaster strikes. Some, like Payroll, might be very critical two days before a pay period but not nearly as important two days after. Setting up additional fields on the Processes screen would let you specify that certain processes are more critical at certain times of the month.

You'll define characteristics for each field you add, deciding the format of information users can enter, making them required or recommended, and even assigning pick lists of suggested responses.

Keep in mind that each LDRPS screen is represented by a table in the LDRPS database. When you add a new field to an LDRPS screen, you are also adding a new field to the corresponding table.

Using the Screen Editor

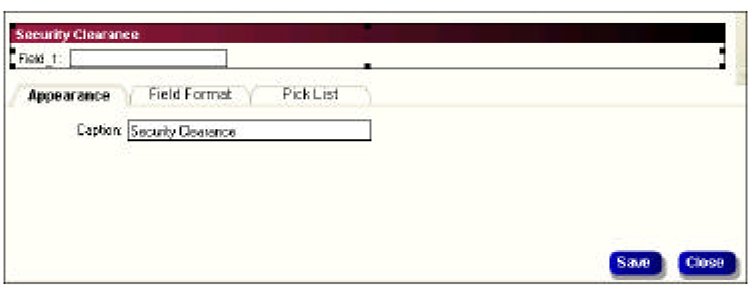
To make changes to LDRPS entry screens, choose Edit Screens. You'll be asked which LDRPS entry screen you want to change. Once you select one, LDRPS opens the Screen Editor with that screen active. In the illustration below, we selected the Employee Dictionary.



All fields on an entry screen are in frames, which are identified by a header bar. So to add a field, you must first create or select a frame.

LDRPS entry screens contain *frames* and *fields*. Frames are the sections of the screen with a red header bar, and are used to keep related fields together. A field collects a specific type of information, like an employee's last name or title.

You can add fields to new or existing frames, and can change the names of frames and revise fields in them. To add a field to an existing frame, select it and click the New Field button. To add a new frame and field, click New Frame. The Screen Editor inserts an unnamed frame and field at the bottom of the screen.

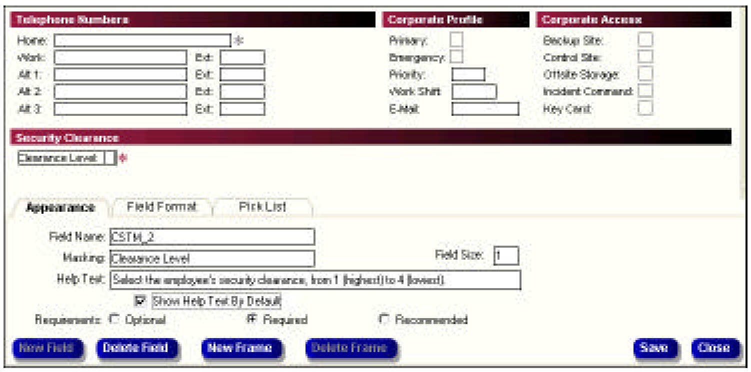


Here we've created a new frame and named it "Security Clearance". Next we'll define fields inside the frame.

The tabs at the bottom of the screen control the characteristics of the frames and fields. On the Appearance tab, enter the frame name in the caption field and click Save. The frame bar changes to show the name you assigned.

Next let's talk about adding fields to the frame and defining field characteristics. Remember that when you create a frame, a blank field is created with it. (You can add additional fields by clicking New Field.)

When you select a field, the Appearance tab changes to collect information about that field. You'll enter the new field name in the Masking field. It's called Masking because you can also change the name of -- or "mask" -- existing LDRPS fields, which we'll discuss later.



Here we named our first field, gave it a field length of one character, made it required, and wrote help text for it.

Field size determines how many characters users can enter in a field. The maximum length is 255 characters. Field length can be important when importing information, because if the information you want to copy exceeds the field length, it won't import. Also, you can't assign a pick list to a field if any value in the pick list is longer than the assigned field length. So, if you intend to assign a pick list, we recommend that you increase the length of the field, *especially* if it is a file browse pick list. (See "Creating and assigning pick lists" on page 137.)

When users click on an entry field in LDRPS, some display a pop up box with a short description of how to use the field. Enter this description in the help text field. If the field is advanced and you want the help to display automatically, click the "Show Help Text by Default" check box.

Making fields required, recommended or optional

As you build your plans, some information is especially important. Vital fields that must have information entered in them are called required. These fields are marked with a red (*) symbol. Recommended fields, marked with a grey (*) symbol, mean that it's a good idea to enter information. All other fields are considered optional.

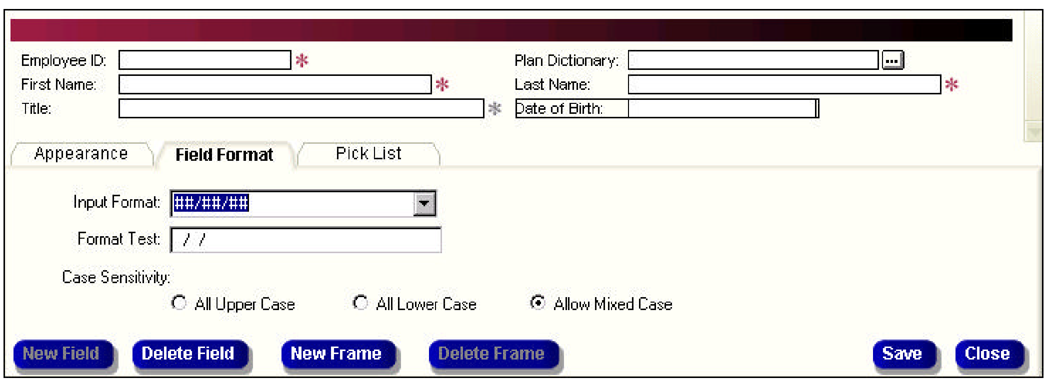
When you add a field, you decide whether it is required. Click the appropriate radio button on the Appearance tab, then click Save.

Deciding who can see added fields

By default, only the Superuser account can see fields you add to a screen. To let all users see them, select Screen > Access and click the "All users have access to new fields" radio button.

Controlling what users can enter in fields

When you view your printed plan and reports, you may want certain information to appear in a specific way. You can edit the reports, of course, or you could require that users enter the information in that format. The Field Format tab lets you control how information is entered in a field.



Using the Input Format, you can force a field to display in a certain way. For example, if you select ###-##-#### as the format for a Social Security field, any data the user enters will display with hyphens (e.g., 555-55-5555). The Format Test field shows a preview.

Suppose you want the information in a field to be in upper case characters only. If you select the “All Upper Case” radio button, every entry into that field will automatically change to upper case, no matter how the user types it. You can have text within a field be in all upper case, all lower case, or mixed case. The default is to allow mixed case.

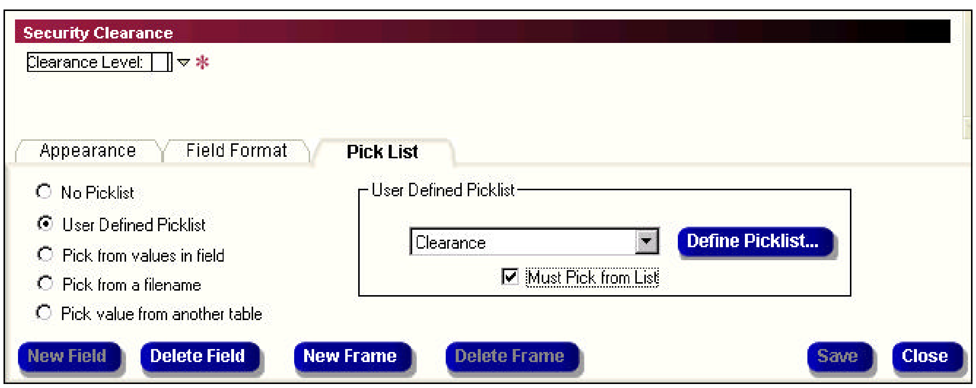
Keep in mind that field format changes are not carried over to the Web Server version of LDRPS.

Creating and assigning pick lists

Pick lists let users select from logical responses when completing a field. For example, for a location field, you could assign a pick list with the names of your company offices so your users can choose from the list rather than typing the names again and again.

Pick lists are a good option when many users are going to enter the same information or when you want to limit the field to very specific choices. Consider our earlier example. There are four security clearance levels (1, 2, 3, or 4), so adding a pick list requiring that the user select one of these is the best way to set up the field.

When you assign a pick list to a field and click Save, the Screen Editor shows this button ( ) next to it. When you use the updated LDRPS screen, it appears as ( ) or ( ), depending on the type of pick list you select. The user will click these buttons to select information for the field.

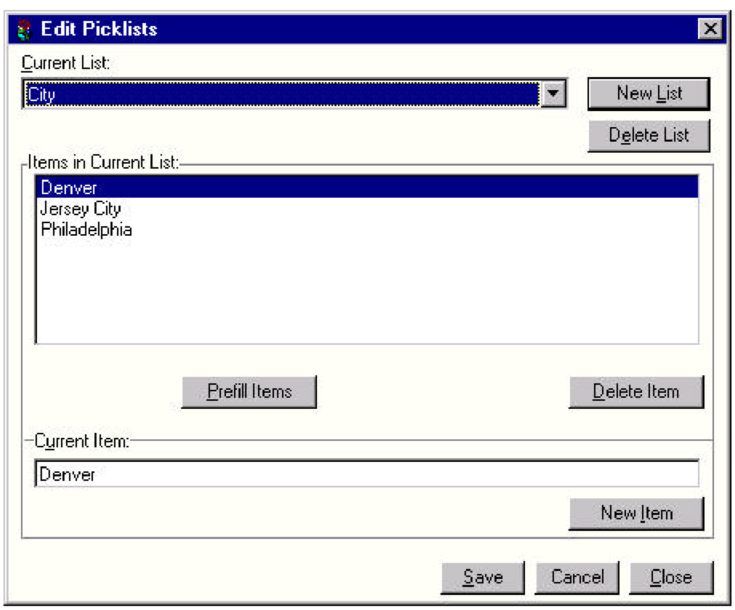


The Pick List tab lets you choose or create one of four types.

- "User Defined Pick List" lets you choose the values the user can select. You also decide whether the user must select a response from this list or can enter one of their own.
- "Pick from values in field" means that LDRPS creates a pick list containing the information already entered in that field in LDRPS. This is a great option to use if you've been building plans for a while.
- "Pick from a filename" adds a file browse button that lets you search for and select a file.
- "Pick value from another table" builds a pick list from another field in LDRPS. For example, for a Vendor field on an Equipment screen, you could assign a pick list from the information entered in the Vendor Name field on Vendor screens.

Creating or editing a pick list

To create a new pick list or edit an existing one, click the Define Pick List button. The Edit Pick Lists window opens.



If you click Prefill Items, any value already entered in the field in LDRPS will be added to the pick list.

To edit an existing list, select the name from the Current List field. To create a list, click the New List button and enter the name.

The Items list shows which answers you've already assigned to the pick list. To change an item, click on it and edit the text in the Current Item field. To add an item to the list, click the New Item button and type the information.

If you already have records in LDRPS, you can get a head start on building the pick list by clicking the Prefill Items button. This will collect any information already entered in that field in LDRPS. You can then add additional choices if needed.

Click Save, then click Close to return to the Screen Editor.

What are the pick list reports?

The Fields with Assigned Picklist report shows fields and their assigned pick lists in alphabetical order by LDRPS screen. The Picklist Dictionary report shows pick lists and their contents in alphabetical order by picklist.

To print these reports, select Manage Reports from the navigator bar and choose the Picklists category.

To add a field to an LDRPS entry screen

1. Select the Customize icon from the LDRPS home page.
2. On the Customize LDRPS screen, select Edit Screens.
3. Choose the entry screen to edit and click Open. The Screen Editor opens with that screen active.
4. Do one of the following:
   - To add a field to an existing frame, select the frame and click the New Field button.
   - To add a new frame and field, click the New Frame button. A blank frame and field are inserted at the bottom of the screen.
5. Enter a frame name in the Caption field.
6. Click on the blank field in the frame.
7. On the Appearance tab, enter the field name, field length, and help text, and click a radio button to indicate whether the field is optional, required, or recommended.
8. If you want to specify a special format like all upper case letters, use the Field Format tab.

9 To assign or create a list of recommended answers that the user can choose from, click on the Pick List tab.

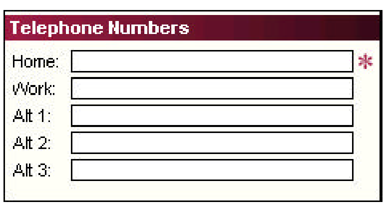
10 Add additional fields as needed. Click Save when done.

Changing Existing Fields and Frames

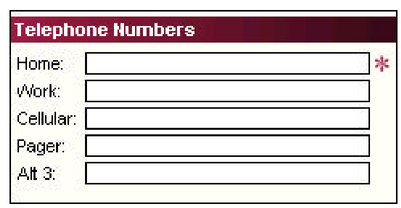
Each LDRPS field has a label, or field name, to tell users what to enter in the field. You can change these labels to match the terminology that fits your industry, your line of business, or the unique requirements of your organization.

For example, there are five phone number fields on the Employee Dictionary and Build Plans screens -- Home, Work, and three alternates. Suppose your team members carry company-issued cellular phones or pagers. So you decide to change two of the alternate phone number fields to “Cellular” and “Pager”.

Click on the Alt 1 field. On the Appearance tab, change the text in the Masking Field and click OK.



Here we changed the Alt 1 and Alt 2 phone fields to Cellular and Pager.



Changing Field Sizes

Each LDRPS field has an assigned size that determines the number of characters that you can enter into it, but you can change the size of most of these fields, as long as they’re not numeric or check boxes.

Suppose you want to include a mission statement describing the basic goals of each team. The best place for this statement would be the Description field on the Teams screen. However, since LDRPS lets you to enter 50 characters into the description field, that won’t be enough. You can change the field size of the Description field to 225 characters and enter a full mission statement for each team.

The maximum number of characters for a text field is 255.

How do I make sure my reports reflect field size changes?

When you change the size of a field in LDRPS, the change will not be automatically reflected in your reports. So make sure you also adjust the field size in any report in which that field appears. You should also verify the database for all reports containing that field by editing the report and choosing Database > Verify Database in Crystal.

Changing Field Requirements

With some exceptions, you can decide which fields should be required, recommended, and optional. LDRPS comes with a number of fields that are set as required and cannot be made optional, because the information you enter is vital to the database. It makes sense that if you're going to define an employee record, you can't do so without that person's first and last names.

Others, such as plan-specific fields, can only be designated as Recommended or Optional. To see whether you can change the status of a field, select it and see which radio buttons are active on the Appearance tab.

Note that in most cases, when you change the characteristics of a field, it is changed on all screens for that category. For example, if you make an optional field required on the Employee Dictionary screen, it will also be required on the Employees screen in Build Plans.

Changing Case Sensitivity

If you change the case sensitivity on a field (say from mixed case to all caps), you'll be asked whether to apply the change to information that has already been entered in the field. All future entries in the field will be forced into the format you elect.

Deleting Frames and Fields

You can't delete default LDRPS frames or fields, only those added using Screen Editor. Click the frame or field you want to delete, then select Frame > Delete Frame or Field > Delete Field. When you delete a frame, you will also delete all fields within that frame.

Keep in mind that if you delete a field that has data entered into it, you will permanently delete that information from the LDRPS database. Once deleted, the data cannot be retrieved. Also consider that you will not be able to restore this field from backups.

What if we use multiple databases?

This is one of the first questions a lot of companies ask when customizing LDRPS. You may find that some sites will require new fields that aren't needed elsewhere in the company. However, if you want to transfer data between LDRPS databases, both must have the same customized fields.

If you know you're going to be sharing information back and forth, the best approach is to first consolidate all of your databases into one. Make changes to that database, then disburse it to the others. This will make the fields in all of your databases identical.

If you change a field name or delete a field before consolidating with databases that have the old field, LDRPS will accept the record but will not consolidate the data for the changed / deleted field.

What happens if I restore a backed up database?

Well, that depends on when the backup was made. Most of the time, you'll customize screens before you enter or import plan information, and then make a backup, so this backup will contain the added or changed fields. However, if you customize screens *after* you make the backup, the customized fields will not be included.

You'll always want your backup to include the most recent customizations, so if you change screens and fields, back up your database.

How do changes I make affect LDRPS reports?

Any added fields will not print on reports until you edit the report to add them. (If the fields do not show up in the Insert Fields list in Crystal, choose Database > Verify Database.)

If you delete a field from a screen after creating or changing a report with that field, Crystal will delete the field from the report when it prints. (The Verify on Every Print option must be turned on for the report). The change will not become permanent until you edit and save the report in Crystal.

If you rename a field on a screen after creating or changing a report with that field, Crystal will delete the field with the old name from the report when it prints. (The Verify on Every Print option must be turned on for the report). The data from the renamed field will not print until you edit the report and add it to the report again.

How do changes I make affect other LDRPS functions?

Import/Export

Fields you add are not included in the LDRPS default or newly-created import/export templates unless you give all users access to them. See "Building a Template" on page 209 for complete information on setting up import/export templates.

Security

When you add a new field to an LDRPS screen, you choose whether all users or just Superusers have access to it. If you want to "hide" the new field from some of your users, open Security and make the field inaccessible to certain security groups. See "Restricting access to fields" on page 180.

Q&A Processor

If you change a field name or delete a field after sending questionnaires including screens with that field, the Q&A processor will accept the survey responses but will not import the data for the renamed/deleted field.

If you reduce field size, the Q&A processor will not accept the response but will note on the Exception Report that the data was too long for the field.

Changing Screen Names and LDRPS Terms

When you open LDRPS, you'll see that we've given names to areas where you perform key plan building tasks. For example, we use "Build Plans" for the screens where you assign information to your plans. But suppose plan builders are less formal or are new to LDRPS and need a bit more of a head start. One way to give them this push is to change LDRPS screen names and terms. You could change the "Build Plans" icon to "Start Here".

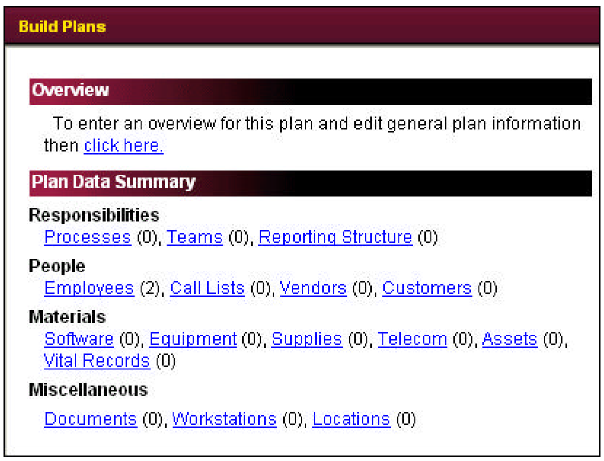
But changing LDRPS isn't just about making the wording less formal. Many companies have standard terminology they use, terms that are different than what you see in LDRPS, like the "vendors" with "suppliers" example we mentioned before. By customizing these terms, you are actually tailoring your recovery plans and making them more meaningful to everyone who will be using them.

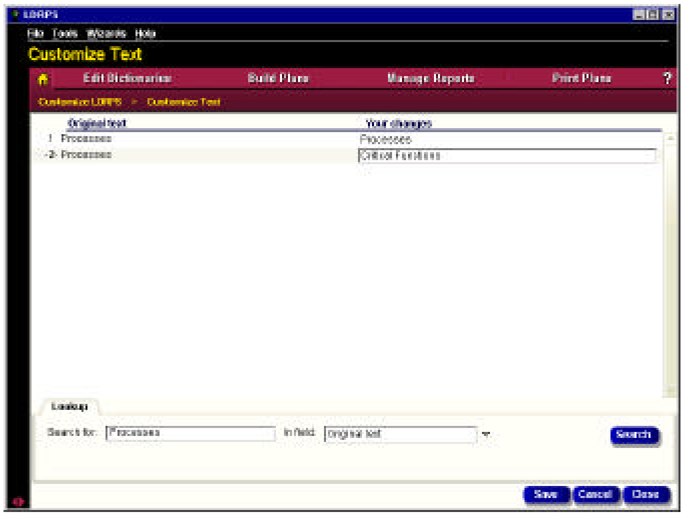
Example: Customizing LDRPS category names

Here's the Build Plans screen before we customized it.

Let's change a few of the category names and frame headings. (Because this is not an entry screen, you change frame labels using the Customize tool instead of the Screen Editor.)

To start, select the Customize icon from the LDRPS home page, then select Change LDRPS terms. The Customize LDRPS screen opens.

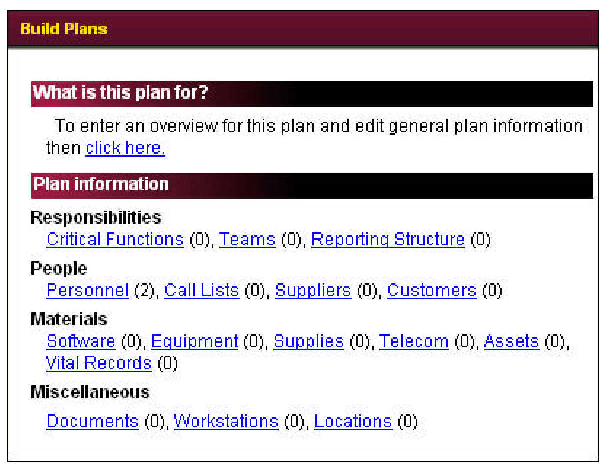




Because there's so much you can change in LDRPS, it's a good idea to use the Lookup to narrow the list to specific features. Here we've changed the Processes category to Critical Functions in Edit Dictionaries and Build Plans.

This screen lists all of the LDRPS terms you can change. As you scan through the list, you'll see screen names, categories, overview text, and other wording. You make each change by entering the new names in the Your Changes column and clicking Save.

You can see that the Build Plans screen is different after a few small wording changes. We've reworded the frames and renamed the processes, employees, and suppliers categories.



Keep in mind that to change category names throughout LDRPS, you'll also have to update the Edit Dictionaries and Manage Reports screens.

If you have local buffering turned on, you'll have to log in again to see the changes.

Editing LDRPS Index Cards

When you're working in Build Plans, you select from lists of information to assign to your plan. Each record here and in other lists throughout LDRPS displays in a format called an "index card". There's a default index card set up for each category of plan information.

For example, when you open the Employees category in Build Plans, each employee's name, employee ID, title, work phone number and other information display. You'll also see a hypertext link that takes you directly into his assigned attributes.

Using the Index Card Builder, users who can customize LDRPS can edit these index cards to change what they look like and what information they contain.

If your account is set up to allow you to customize LDRPS, you build two sets of cards for each category, one for your own use and one that applies to all LDRPS users. Other users will update only their own cards.

Cards for all users are called "System Cards", while your personal cards are called "My Cards".

Why would I need two sets of cards?

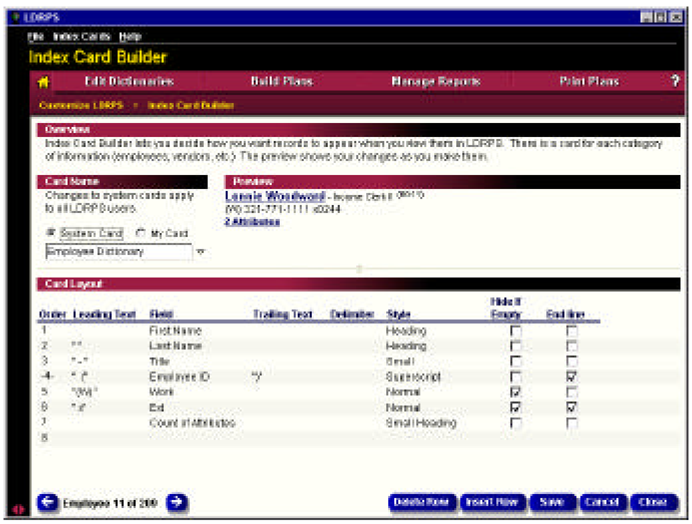
Some people find that they want to see different information than most users have available. For example, a system administrator may want to design his card to include links to all the assignment categories for a process to see how much information has been entered, but set the user card to just show specific process information.

How do I apply changes from one card set to another?

Suppose you have taken the time to customize your Employees card and you want most of those fields in the System version. You can avoid re-entering those changes by choosing Index Card > Copy to System Card. You can then make other changes if you like to further customize the System card.

Using the Index Card Builder

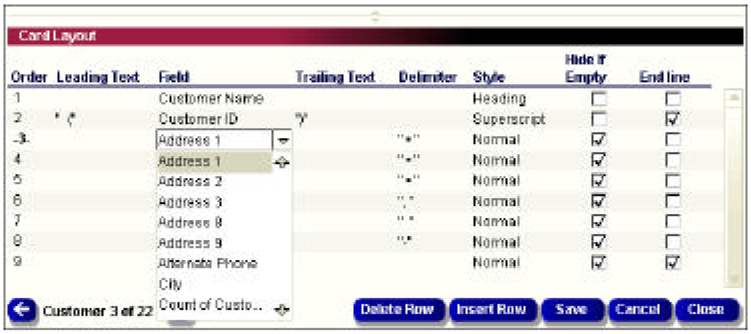
To get started, click on the Customize icon from the LDRPS home page, then select Build Index Cards. The Index Card Builder screen opens.



Each category of plan information has its own index card. If you are an administrator, you have two different cards for each category -- one for you and one for users.

When you select a card to edit, the Preview section shows the card as it will appear in LDRPS and the Card Layout section lets you design the format. It shows the fields included in the card and other format information.

The preview shows your card changes as you make them. If the preview doesn't show all the changes you've made to your card, the current record may not include that information. For example, if the employee card includes a home phone number but one is not entered for the displayed employee, it won't appear. Use the scroll arrows at the bottom of the page to find an employee with all the information on his card.



Each index card corresponds to an LDRPS screen. So when you click on the Field column, you can select any of the fields on that screen.

Adding fields and rows to a card

To add a field to the bottom of the card, click on the last numbered row in the layout section. To add a field anywhere else in the card, select a row number and click the Insert Row button. A blank row is added above the one you selected.

Click on the field column inside the row to select a field to add to the card. This includes fields on the LDRPS screen as well as associated information. (For employees, this would be number of attributes assigned). Select the information to add to the card. You'll notice that your preview changes to show your choice.

Leading and trailing text can be used to enclose the information. For example, "(" as leading text and ")" as trailing text around the employee ID would make it appear as (60001). The Delimeter is a character, like a column or bullet, used to separate different fields on the card. It only appears if there is more information on that line.

The Hide if Empty check box works with the leading and trailing text so that they only appear if information is available for that field. For example, suppose you set up beginning and ending parentheses around a vendor's phone number. If this tag is checked, the parentheses will not appear when no phone number is available.

To make the next field you enter display on the following line, check the End Line box.

Setting the display style

There are six display styles: heading, bold, normal, superscript, small, and small heading. The heading and small heading types show the information as hypertext links, meaning that if you click on this information you'll be taken to a LDRPS screen to edit it.

For example, if you want users to be able to see all of the associated information assigned to a process (software, supplies, etc.) without having to actually open the Processes screen in Build Plans, you can add attributes to the card with a small heading style. Process lists will show the number of Supplies, Teams, etc. assigned to each process, and users will be able to view, revise and assign these categories just by clicking the hypertext links.

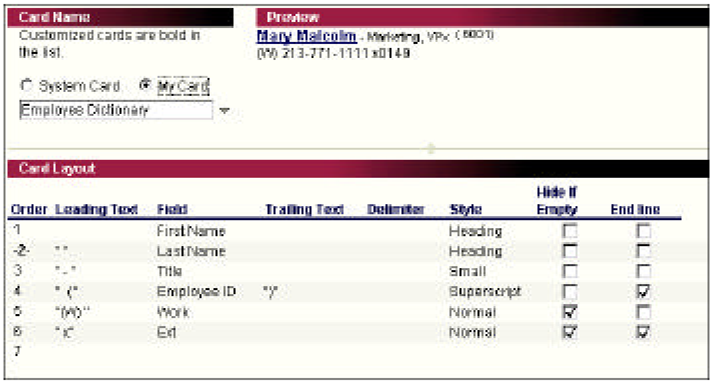
Use the Preview to experiment with heading styles and other features until you have designed a card that is most suited to your needs.

Example: Customizing the employees index card

Let's review, using the employee card as an example. Suppose the system administrator wants to add home phone number to his Employee Dictionary card. Here's how the card looked before the change.

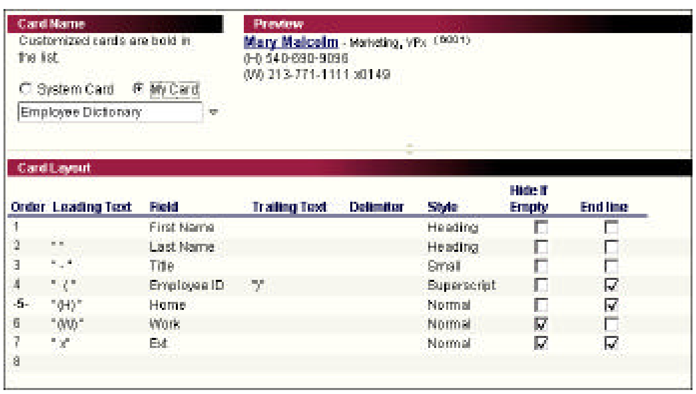
To customize the employee index card

1. On the LDRPS home page, select the Customize icon.
2. On the Customize LDRPS screen, select Build Index Cards.
3. Under Card name, select My Card.
4. In the drop down box, choose Employee Dictionary. The personal view employee index card displays. Here's the card before we changed it.



5. Click on the row 5 number and click the Insert Row button. A blank row is added above row 5.
6. We want to distinguish this as the home phone number, so click on the Leading Text column in the blank row and enter (H) followed by a blank space.
7. Click on the Field column and select Home.
8. The default heading of normal text is fine, so we won't change it.
9. Click the Hide if Empty column so the "(H)" leading text will not display if there is no home phone number entered for an employee.
10. Click the End Line check box to move the work phone number to the next line.
11. Click Save.

Once we saved our changes, the card appeared like the example below. Notice that the home phone number now displays.

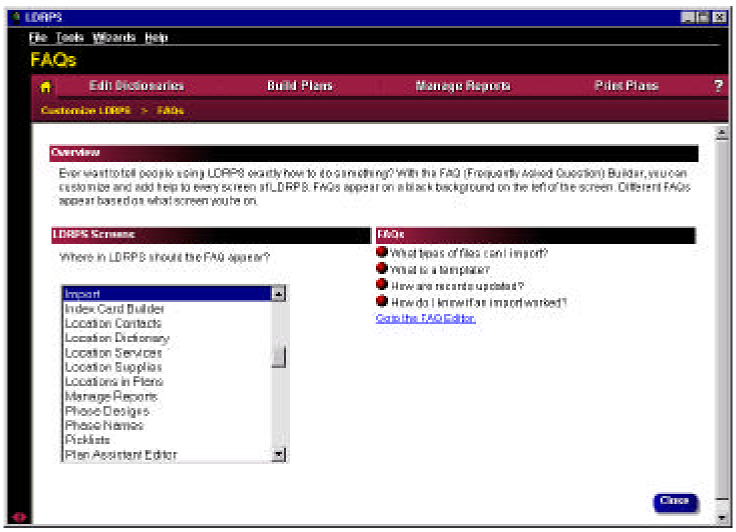


You can apply these changes to the system-wide card by choosing Index Cards > Copy to System Card.

Editing and Writing FAQs

Frequently Asked Questions (FAQs) offer help to LDRPS users building their plans. They appear on the left side of the screen and are customized to the tasks a user is performing at that time. For example, if you're importing information, you'll see help on how to build templates and copy information into LDRPS tables.

LDRPS comes with a comprehensive set of FAQs, and includes the FAQ Editor so you can change them or write new ones. To get started, choose the Customize icon from the LDRPS home page, then select Edit FAQs.



When you select a category, this screen shows the FAQs the user will see. To edit them or write a new one, select Go to the FAQ Editor.

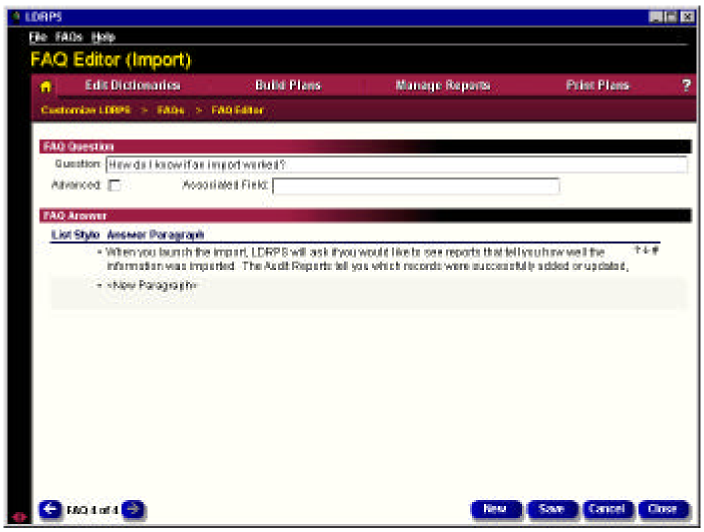
Why would I edit FAQs?

Earlier we talked about adding security clearance fields to your Employee screens. Because these fields were not on the original LDRPS screen, they will not be mentioned in the FAQs. You could edit an FAQ to provide specific instructions or examples about security clearance.

Or maybe you feel your users could use additional guidance in a key LDRPS tool they'll use. You could write additional topics to give more specific information about your company policies.

Writing a FAQ

The FAQ Editor lets you write new questions and instructions or edit existing ones as needed.



When you associate an FAQ with a field, only users with access to that field can see the FAQ.

The List Style box lets you determine whether the FAQ answer will appear as a numbered list (like step-by-step "how to" instructions) or will have some other type of leader. To insert a bullet, enter an asterisk (*), which LDRPS will convert.

Each paragraph of the FAQ text should be added to a different row in the Answers section of the screen rather than as one continuous block in the first row. To start a new paragraph or list item, click on the next row.

Deciding which FAQs display

Some FAQs are more basic than others. You can tag an FAQ as advanced so that if users choose to see only advanced FAQs (via Tools > Options), it is guaranteed to display. Any FAQ not tagged as advanced will be hidden when the user selects this option.

The Associated Field box works with Security so that if a field is disabled from a screen any FAQ associated with it will not display either.

9 Building Plan Assistants

What is a plan assistant?

If your company is like most, you probably have a number of plans for different locations, offices, even departments. When you have multiple plans, chances are you'll have many people building them. Each person will be building a plan for their part of the operation because they know best what is at risk there. These plans become sub-plans within your company's wider plan.

Business continuity experts and experienced LDRPS users may dive right in and start putting a plan together, confident that they know exactly what information they need, the order in which they should collect it, and how it fits together. But those who are new to planning and LDRPS probably will want something to guide them, at least at first.

So let's face it, some of your employees may be a little nervous about how to begin putting a plan together. There's a lot at stake, and if you've never built a plan before it may seem a little intimidating.

It's not that building a plan is difficult. Not at all. But you may find that some people need a little nudge to get them started and some check points so they can be encouraged that they have made progress. That's where the plan assistant comes in.

Building your plan with an assistant is like having a planning consultant on staff, someone who understands business continuity planning concepts, your company's planning standards, and LDRPS. New and occasional users can look to the assistant for instructions and an update on the progress they've made.

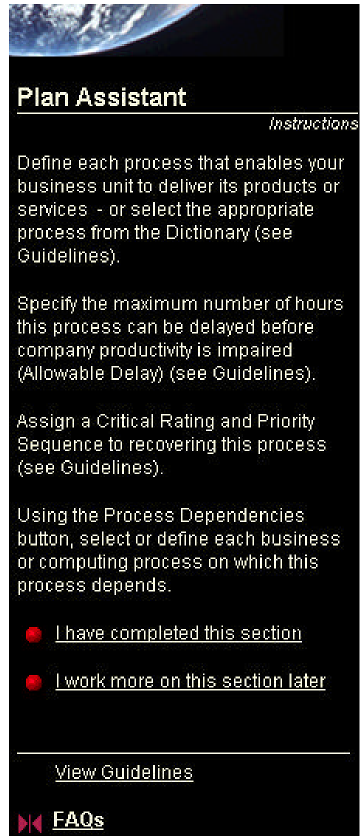
LDRPS comes with four sample plan assistants you can copy and revise to your own needs. They walk users through building plans for a business unit, your IT function (installed and configured software), IT infrastructure (hardware), and facility recovery.

A little later we'll discuss how you can customize these assistants and build your own to guarantee that each user gets the specific instructions he or she needs. You'll learn how the Edit Plan Assistant screen can help LDRPS users build each plan and let you see how much progress they've made.

How does a plan assistant work?

The first time a user sees the plan assistant, it opens to the left of the LDRPS screen and lists the plans that you have assigned to him. After he selects a plan, it shows a list of steps to perform to build that plan. He will follow each step until his plan is complete.

To perform a step, the user clicks on it. The plan assistant opens the associated LDRPS screen and displays instructions. For example, if the step reads “Identify employees with essential skills”, clicking on it takes the user to the Assign Employees screen in Build Plans.



Even though the plan assistant offers detailed instructions, there are times when plan builders need even more help. Clicking the View Guidelines link at the bottom of the assistant displays explanations of the instructions and information to keep in mind when using them.

When a user has finished working in an LDRPS screen, he notes whether he has completed the checklist step or whether he will work on it later. When an item is completed, it receives a check mark on the checklist. This lets you note his progress when you check the status of a plan.

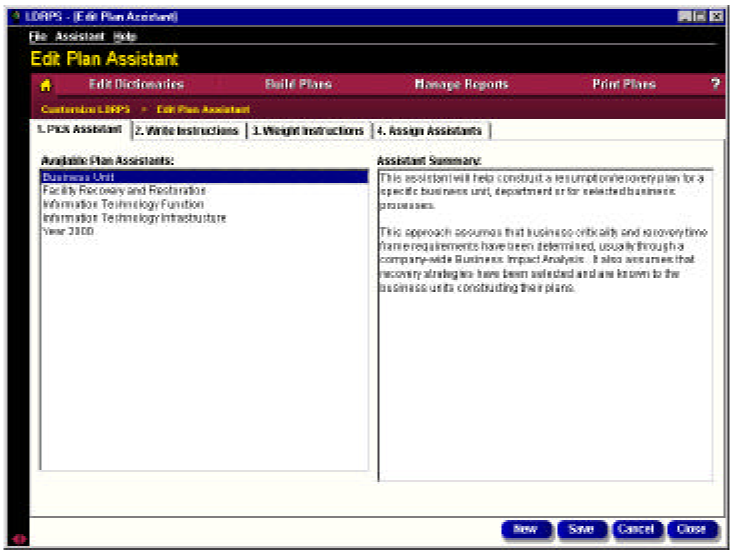
What makes these assistants so effective is that you can write them to meet the specific needs of each plan builder. You can customize the default assistants to your specific goals and standards, or can create entirely new ones for any type of plan you want to build. You can even write your own guidelines to add details to the plan assistant instructions. The next section shows you how.

How do I build plan assistants for my users?

The Edit Plan Assistant screen makes it easy for you to write plan building instructions and monitor how well LDRPS users are doing when putting plans together. Using this screen, you will:

- create a new assistant or revise an existing one,
- write the steps and instructions for the assistant,
- assign a priority, or “weight”, to the instructions,
- assign assistants to LDRPS users and plans, and
- check on the progress of people using the assistants to build their plans.

To get started, select the Customize icon from the LDRPS home page, then select Edit Plan Assistant. The Edit Plan Assistant screen opens.



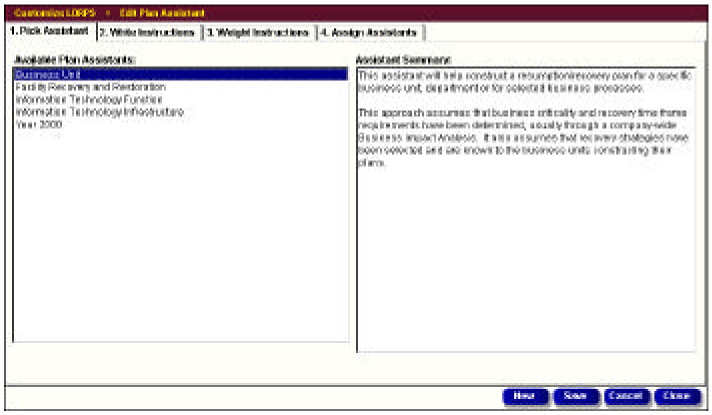
Each tab on the Edit Plan Assistant screen lets you perform a different job: creating and revising assistants, writing instructions, prioritizing instructions, and assigning the assistant to a plan or a user.

You'll notice that the screen contains four tabs, which are designed to walk you through the steps needed to complete an assistant. Let's discuss these steps in detail.

Creating or Choosing an Assistant

Not sure what steps are needed to put a full plan together? Fortunately, LDRPS comes with a series of pre-written assistants that give you a basic idea of what kind of instructions your assistants should contain. You can't delete or change the assistants that came with LDRPS, but you can create new assistants based on them to give you a head start.

You *can* rename or make changes to any of the plan assistants you create.



This tab shows the name and description of each assistant. To write a new one, click New.

Typically, most companies using LDRPS will have several plan assistants set up, maybe even one for each plan in your organization. It all depends on how many plans you have and how much experience your plan builders have using LDRPS.

To create a new plan assistant

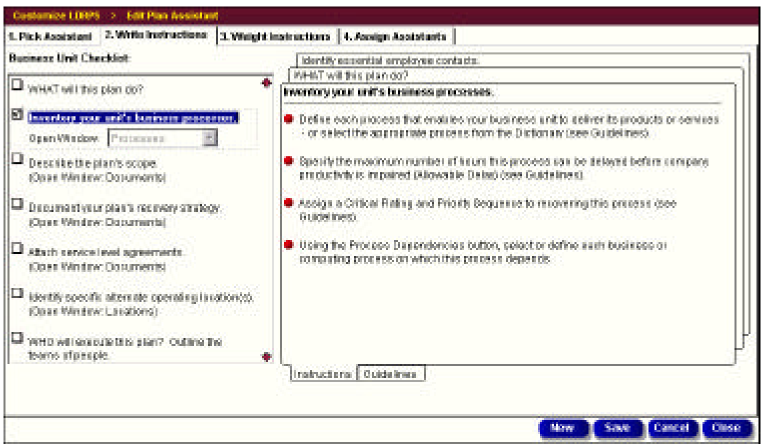
1. On the Pick Assistant tab, click New.
2. Enter the name of the new assistant and click OK.
3. Do one of the following:
   - Select an existing assistant to copy, or
   - Select <Start with blank assistant> to create an assistant from scratch.
4. Click OK.
5. In the Assistant Summary box, enter an overview of the goals of this plan assistant.

Writing Plan Assistant Instructions

Once you have selected or created a plan assistant, your next step is to write the steps and instructions for the person building a plan. This may be as simple as revising the steps in an existing plan assistant you copied, or as detailed as building a completely new assistant from scratch.

The Write Instructions tab is divided into two parts. On the left, you create a checklist with a series of steps users must complete to build the plan. Users will check off these items as they complete the tasks in LDRPS, and that will show you how much progress they've made.

On the right, you add detailed instructions and guidelines for each checklist item. Instructions should explain how to gather the information and enter it into LDRPS, while guidelines should be more general recommendations and corporate policies to consider.

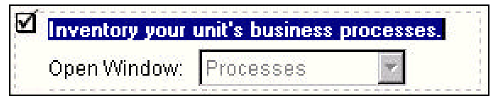


Click on a task in the checklist to write instructions. You can drag and drop tasks to rearrange them.

You also assign an LDRPS screen to a checklist item, so that when the people using the assistant click on that step, LDRPS opens the screen where they need to do the work. At the same time, Plan Assistant displays the instructions and guidelines you've written to guide the user through performing the step.

Writing a new step

The left side of this tab lists each of the steps the user will see when the assistant opens. To create a new step, select <Click to enter a new checklist item>, which displays at the bottom of the checklist. (You can click the Insert key as a shortcut.) A box like this one opens.

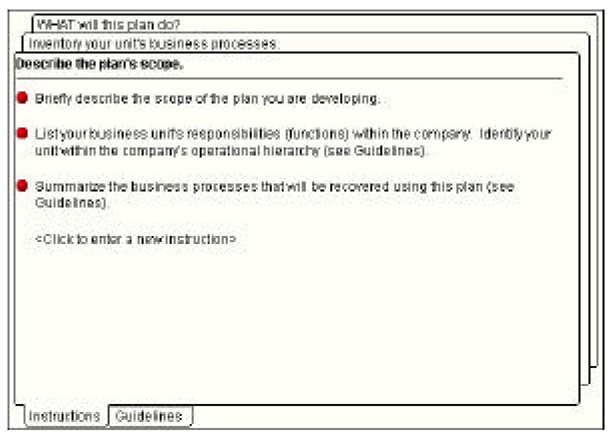


Type the step description in the highlighted area and click the drop down box to select the LDRPS screen to open when the user clicks on that step in the checklist. If you don't associate the step with a window, it appears in italics without a check box in the assistant. This is a good way to create sub-headings to describe a series of steps.

You can also modify or delete steps as needed. Just select the checklist item and retype the text or click the Delete key. You can change the order of steps by dragging and dropping them into the correct sequence.

When a step is highlighted, the instructions and guidelines you've written display on the right. You can edit, add, and delete these instructions just like you do the steps.

Writing instructions and guidelines



If you based the assistant on one of the LDRPS default assistants, some instructions will already be written for you. You can change existing instructions by clicking on them and rewriting the text. You can remove them by pressing the Delete key.

To write new instructions, select <Click to enter a new instruction> at the bottom of the instruction list, or click the Insert key as a shortcut.

Each instruction appears as a bullet item in the list. Try to write the instructions in a logical order that tells the user the best way to collect and enter the plan information into LDRPS.

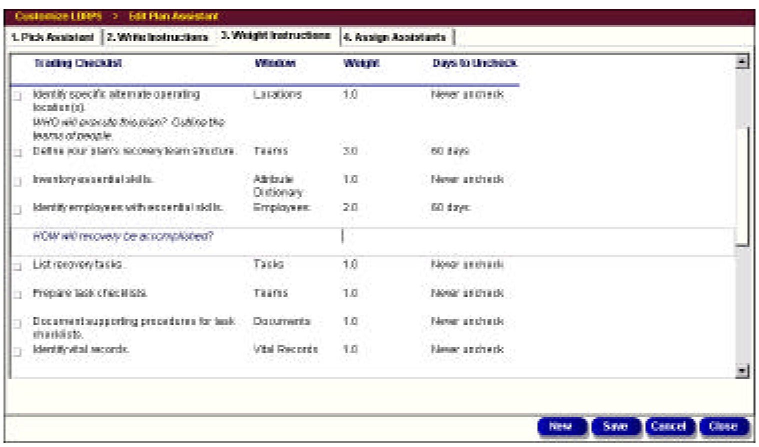
Occasionally you may have a self-explanatory step that does not require instructions. If you do not write instructions, the step appears without a check box and when the user clicks on it, they will be taken to the assigned screen and the "I have completed this section" link does not appear.

Assigning "Weight" to Plan Assistant Instructions

When you write a list of steps to perform, it makes sense to do them in order from start to finish. However, some steps are more important than others. By assigning a weight to a step, you can determine how much of the total work has been completed, not just which steps have been completed.

A weight can reflect the time required to complete the item or its importance. The weight is used when LDRPS calculates the percentage of work done on a plan. (You can view the status of an assistant on the Assign Assistants tab, which we'll discuss later, or on the Build Plans home page.)

Suppose a plan has five checklist items, but the first three are fairly time-consuming tasks. You might give the first three tasks a weight of 2.0 and the last two a weight of 1.0. That way, when the first three tasks are completed, you will know that 75% of the work has been done. If the tasks were not weighted, completing three out of five tasks would be shown as 60%.



You can prioritize tasks by assigning a higher weight to them. "Aging" them tells LDRPS when they should be performed again.

To assign a new weight to a step, click on the weight column and enter the new number. The weight must be a positive number, and we recommend using 1.0 as an average. Assign heavier weights to more difficult or time consuming items.

“Aging” steps

Plan information can become out of date over time. You can tell LDRPS to automatically uncheck a completed item after a certain number of days to ensure that your plan always contains current information. This tells plan builders they need to perform the step again.

For example, if one of your tasks is to verify the home phone number and address of all employees in your business unit, you may want to uncheck that step after 60 days to make sure any changes are included in the plan and any new employees are added to it.

To specify when the step should be performed again, click on the Days to Uncheck column. The number of days to wait is entirely up to you, but keep in mind how easy it would be for that information to become out of date. Occasionally it won’t ever be necessary to repeat the step. In this case, you can leave the “Never Uncheck” default.

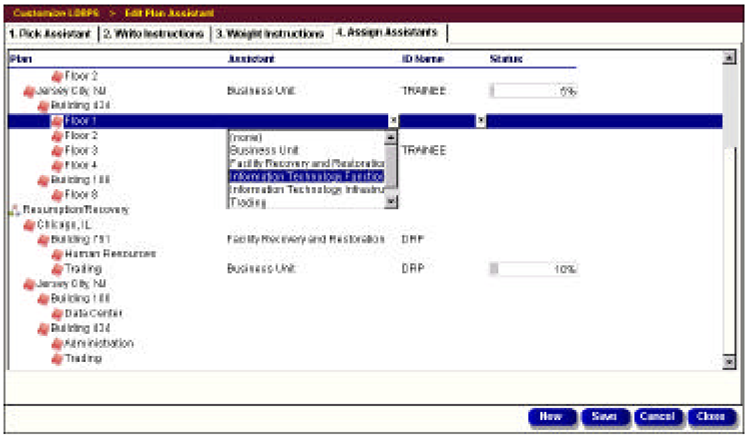
When this period expires, the “complete” check mark is removed from that step in the plan assistant and on the status window, which we’ll review shortly.

Assigning Assistants to Plans/Users

After building plan assistants, you need to assign them to plans and to the users who will be putting the plans together. When you’ve assigned an assistant to a user and a plan, the assistant displays when the users open LDRPS to work on that plan.

When you click on a plan in the tree on the Assign Assistants tab, a series of drop-down boxes open, making it easy to select the assistant and users. You can assign assistants to multiple users by clicking each additional user under ID Name. The additional names display. If you cannot see them, widen the column by clicking on either end of the ID Name heading and dragging. To remove users who are already selected, select them from the drop-down list again. Their names are removed from the display.

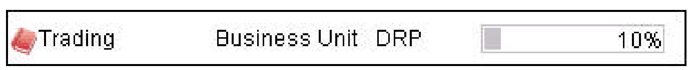
Select the plan. Double-click on it to view a box that will show you all the tasks in the assistant for that plan and the status of each.



When an assistant is assigned to a plan, this tab shows the users working on it and how much progress has been made.

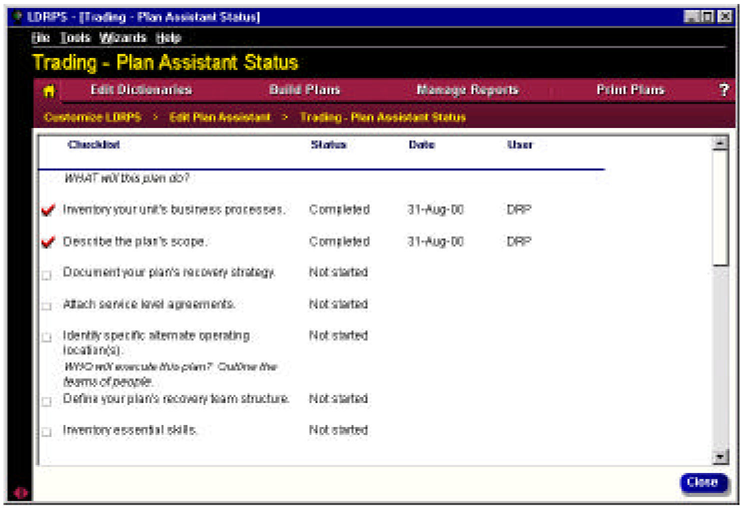
Viewing Plan Progress

Once your users have started building their plans, you'll probably want to check in occasionally to see how they're doing. The Assign Assistants tab shows the status of each plan as a completion bar and percentage. Remember that the weight assigned to tasks helps determine this percentage.



This is a great way to see the overall progress of your plans and to decide when someone might need a little more help or a reminder that they're falling behind.

But you may want more specific information. If you know a plan is 40 percent complete but want to see which areas still need work, double-click on the name of the assistant you want to see. The Plan Assistant Status screen opens.



This status screen shows the last time someone worked on each task. A check means the step is complete.

This screen shows how the plan builder is doing on each task. You'll see which tasks are complete and which haven't been started yet, the last user to work on them, and when this work was done. A check appears next to finished tasks. Remember that a completed item will become unchecked if aging has been applied.

The Build Plans home page shows the progress for the currently active plan. The status bar at the bottom of the page updates each time a user marks a step in the plan assistant complete.

10
Building a Table of Contents

Following company planning standards is always a key issue, but it becomes a bigger priority when your organization has many plans. It's important that plans for your various locations and departments have the same basic contents and structure. For example, you may require that all plans include an overview, policy document, and a series of key reports that provide fundamental -- and indispensable -- recovery information.

Certain types of plans will require specific documents that others will not. An emergency response plan at a building level probably should contain evacuation procedures, but this document would not be necessary for plans at other levels.

So you need a way to set up templates that guarantee these plans will be put together the way you want them to be. The Table of Contents Editor is the solution. Using it, you decide which types of documents and reports to include in a plan, and the order in which they will be printed. You then assign a contents to each plan so that plan builders can concentrate on getting information into the plans rather than what the plan structure should be.

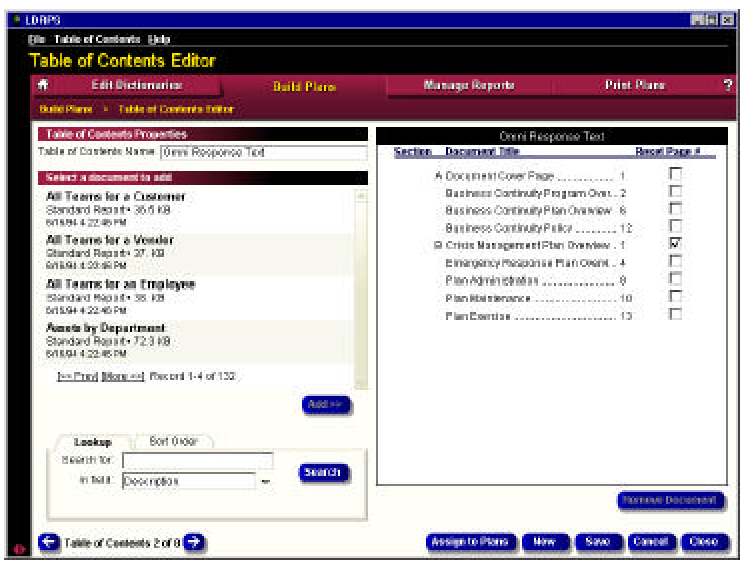
When you print a plan, the table of contents (TOC) determines the output. So if you build one or more template TOCs, it's the best way to make sure that plans across your organization follow those company standards.

Using the Table of Contents Editor

The Build Plans home page shows the table of contents currently assigned to the active plan. LDRPS includes a default table of contents that is automatically assigned to each plan you create until you build and assign new ones.

To assign a different table of contents, add documents or reports, or create a new TOC, select Tools > Table of Contents Editor. (If you have administrative access to LDRPS, you'll see an Edit this Table of Contents button on the Build Plan home page, and you can also open the Editor this way.)

The Table of Contents Editor screen lists the documents and reports available to assign to your plan.



You can have multiple tables of contents, but you assign just one as the primary TOC for each plan. When someone prints the plan, that table of contents defaults.

There are two ways to create a new table of contents. To base it on an existing one, use the scroll arrows at the bottom of the screen until the TOC you want displays in the Table of Contents Name field, then select Record > Duplicate. This is a good option if you want to copy and make slight changes to a TOC that already includes many of the documents and reports you need. To start fresh with a blank table of contents, click New and begin adding the documents and reports you need.

You can edit an existing table of contents by using the scroll arrows to select it.

Adding Documents and Reports to a TOC

The list on the left shows the documents and reports available to assign to the table of contents. When you first open the screen it shows everything available to assign, but you can use the Lookup tool to search for specific documents and reports. To add one to the TOC, click on it to highlight it in the list, then click the Add Button.

It's a good idea to set up your contents so that the reports and documents that you will need immediately will print out first. For example, your Emergency Contact by Employee Name report is typically one of the first in your TOC, because if someone is injured during a disruption your first priority will be to notify their loved ones.

Note: For a document to print, it must have been created using an application that is either DDE compliant or that includes a command line parameter for printing. Most common word processing applications are DDE compliant.

How does a table of contents work with plan-specific documents?

When a user assigns a document to a plan, he can use the Document Type field to indicate what kind of document it is (policy, overview, etc.). If the table of contents for that plan is set up with a document of that type, the document assigned to the plan replaces the one set up in the TOC. This is important because it allows users to customize their plans.

For example, suppose you want plans for your organization to include a document that outlines specific assumptions. So you assign an assumptions document to each table of contents. Because these assumptions differ from department to department, each specific department plan will write up their own assumptions and assign those documents to their plans.

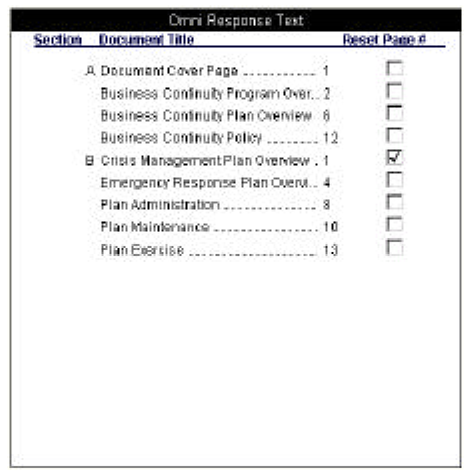
When the users print their plans, the plan-specific assumptions document replaces the default assumptions document you set up.

Setting up sections and page numbers

Each time you add a document or report to a table of contents, it is added at the bottom of the list and the page numbers continue. Instead of having one large sequential document as a final plan, many companies like their plans to be divided into multiple chapters or sections. When a plan is organized by section, it can be easier to locate a certain type of information.

For example, you can place all contact information into one section so that all employee, vendor, and customer names and phone numbers are in one place. Another section might include all of your recovery resource information, like equipment, software and supplies.

You can have as many sections as you like. You can also restart page numbering at each section, so that your contact information could start at section 1-1, with the resource section starting at 2-1.



The Section and Reset Page # columns let you decide how you want page numbers to print in your plan. Click on the sections column and enter a number or letter that will serve as a prefix.

Each time you check the Reset Page # box, page numbering restarts at 1. Typically you'll use this each time you start a new section so that the page numbering begins again.

For example, if you enter "A-" as the section, the first page for that section will be A-1.

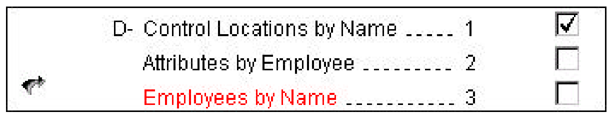
To create a new table of contents

1. Select Tools > Table of Contents Editor.
2. Do one of the following:
   - Click New to create a blank TOC, or
   - Use the scroll arrows to select an existing table of contents to copy and choose Records > Duplicate.
3. Enter a new name.
4. Click on the document or report you want to add, then click the Add button. Add all of the documents and reports you need.
5. Click on the Section column to enter any prefix to be applied to the plan paging. (For example, enter A- if you want pages in that section of the plan to print as A-1, A-2, etc.)

6 Any time you want page numbers in the plan to restart at 1, click Reset Page #. In most cases, this will be when you begin a new section.

Moving and deleting documents and reports

Once documents are within a table of contents, you can rearrange them by dragging and dropping them to a different spot in the list. Or you can remove them entirely.



Click on a document or report in the list. The color changes to red, and a small arrow appears in the left margin. To move it, drag it to its new position. To delete it, click the Remove Document button.

When you move or delete items from a table of contents, the page numbers are updated automatically.

Deleting and Renaming TOCs

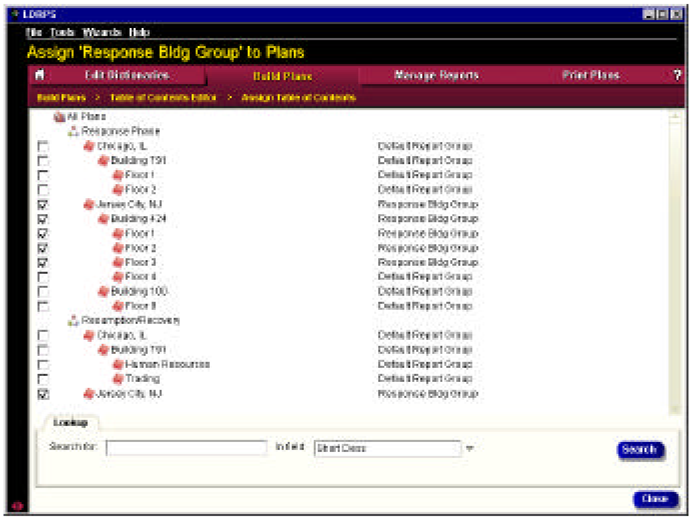
To delete a table of contents, select it and choose Record > Delete. A message box will tell you how many plans the TOC is assigned to. If you confirm the deletion, the plans will revert to the default table of contents included with LDRPS. (See the following section for details on how to assign a new table of contents to those plans.)

To rename a TOC, highlight the text in the Table of Contents Name field and enter the new one.

Assigning a Table of Contents to a Plan

You can assign a table of contents to an unlimited number of plans. For example, if the Floor-level plans in your Emergency Response Phase all require the same reports and documents, you can create one table of contents and assign it to each of these plans. Remember that each plan's unique documents will replace the general ones assigned to the table.

The default table of contents included with LDRPS is automatically assigned to every LDRPS plan until you assign a different one. You can modify the default TOC to reflect your most common reporting needs.



Each time you check a plan in your tree, the table of contents column changes to show the newly-assigned TOC.

To assign a toc to a plan

1. From Table of Contents Editor, use the scroll arrows to select the table of contents.
2. Click Assign to plans.
3. Click the check box for each plan. The table of contents column changes each time you assign the new TOC.
4. Click Close.

Do users have to use the table of contents assigned to a plan?

No, though most of the time they should. When you print a plan, the assigned table of contents defaults, but you can select a different one at that time. Selecting a different table of contents means that the plan will contain different documents and reports, or similar documents and reports in a different order.

What else can users do to change plan output?

When users assign documents to their plans in Build Plans, they can tag them as Appendix documents by entering an Appendix number on the Documents edit screen. This means that if they choose to include appendices with their plans when printing them, these documents will be added to the end of the plan printed by the assigned table of contents, but will not appear in the table of contents when it is assigned to other plans.

A computer-room schematic for a department is an example of a document that might be useful as an appendix in a specific plan's table of contents.

11

Setting Up LDRPS Security

You wouldn't want everyone in your company to have access to all the information in your plans any more than you'd want them to be able to get their hands on your credit card and checking account information. Sometimes the information is sensitive; other times it's just stuff certain people don't need to know.

But there's more to LDRPS Security than protecting the information in your plans. You can also use it to make life easier for plan builders by giving them access to only the information they need. That way a person won't have to search through a lot of unwanted records when selecting information to assign to plans.

When working with Security, the two most basic concepts to remember are *security groups* and *user accounts*. Security groups match up similar types of users and give them general access to LDRPS functions. User accounts define a person's specific login and determine which plans he can build and which dictionaries he can open to select information.

In this chapter, we'll discuss how to:

- create security groups for users with common plan building responsibilities,
- assign each user an LDRPS user ID and password,
- specify which functions he can use, and which plans he can edit, and
- hide fields in any entry screen. For example, you may not want most users to view or edit employees' home telephone numbers. You can hide this field while still allowing them access to the Employee edit screens.

Let's start with security groups.

What are security groups?

Security groups let you give similar types of LDRPS users common access to LDRPS. These groups determine the entry screens, fields, and Home Page options he or she can access. For example, administrative users would be assigned to security groups that let them use tools like Security and Customizing LDRPS, while basic plan builders would be in a group that limits them to using certain Build Plans screens.

LDRPS comes with three pre-defined security groups with different levels of access. You can use these or create as many new groups as you need. Let's review the pre-defined groups.

Using pre-defined LDRPS security groups

LDRPS includes three pre-defined security groups: Superuser, Default, and User. If all of your users can be assigned the access levels they provide, you can use them exactly as they are. If you need to set up different access, you can create new security groups, which we'll discuss later.

Security groups have a hierarchy just like plans, so users in a security group can only change security settings for users "below" them in the tree. For example, users assigned to the Default security group can't delete users in the Superuser group.

Superuser

The Superuser security group has access to every function, option, screen, and field in LDRPS, so it's designed primarily for LDRPS administrators. You can't delete or change this group.

There's a default User ID called "Superuser" assigned to this group, and you can't delete it either. The password for this User ID is "Superuser".

You can't delete this user ID but you can change the password, and we recommend that you do so immediately after installing LDRPS because it is such a powerful ID. We also recommend that you create a new security group based on Superuser, assign yourself to it, and change it as needed.

Default

The Default security group has access to many LDRPS functions, but has limited access to Administrative tools and has no ability to Customize LDRPS.

There's a default User ID called "DRP" with a password of "DRP".

Most often, you'll assign this level of LDRPS security to department managers and other plan builders who need broad access to plan information but don't need to perform administrative tasks like initializing the LDRPS database.

User

Because the User security group has limited access to LDRPS, it's best for people who will be using only Build Plans to enter plan information. Users assigned to this security group don't have access to Security, Administrative functions, or Edit Dictionaries.

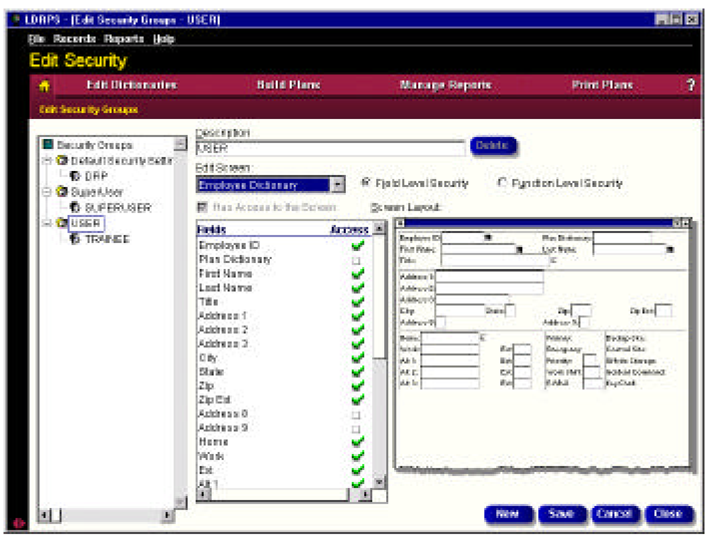
Remember that these security groups are guidelines only. You can create new security groups based on them and adjust the access as needed. In the next section we'll review how to create new groups.

Adding New Security Groups

Suppose you want to add a group of users who have access to only selected Build Plans screens, or want to deny access to certain fields on those screens. You'll want to set up your own security groups and then define the specific LDRPS access.

To create a new security group, start by clicking the Security icon on the LDRPS home page. The Edit Security Groups screen opens, showing the default security groups and user accounts assigned to them in a tree on the left.

Note that the groups you see in the tree depend on your access level. Superusers will see all groups, while users assigned to the Default group won't see the Superuser group in the tree.



The tree on the left shows your security groups and the users assigned to them. The first time you open it, this screen will show only the pre-defined LDRPS security groups and user IDs.

Highlight a security group in the tree, then click the New button. Any new security group you create will be based on an existing group, either the one you highlighted or another you choose. LDRPS copies the default privileges of this group, which you can then change to set up the new group as needed. We'll discuss customizing the new group a little later.

You can only base a new security group on an existing group with security rights that are equal to or less than the privileges of your own group. In other words, it must be a security group that doesn't have access to any function or field to which your security group does not. So a user assigned to the Default group can't create a group based on Superuser.

(If you're assigned to the Superuser group, as most system administrators should be, this isn't a concern, because you can set any security access you want.)

Once you have created each group, you'll add users that will automatically be assigned the privileges you specified for their security group. We'll talk about setting up user accounts later, after we review how you set up LDRPS access for the groups you create.

To create a new security group

1. On the Security screen, click on an existing security group in the tree.
2. Click the New button.
3. Enter the name of the new security group and click OK.
4. To copy the settings of the group highlighted in the tree, click Yes. Otherwise, click No to select and copy a different group.
5. LDRPS adds the new security group to the tree and copies all characteristics of the existing group.
6. Edit the group's LDRPS access privileges as follows.

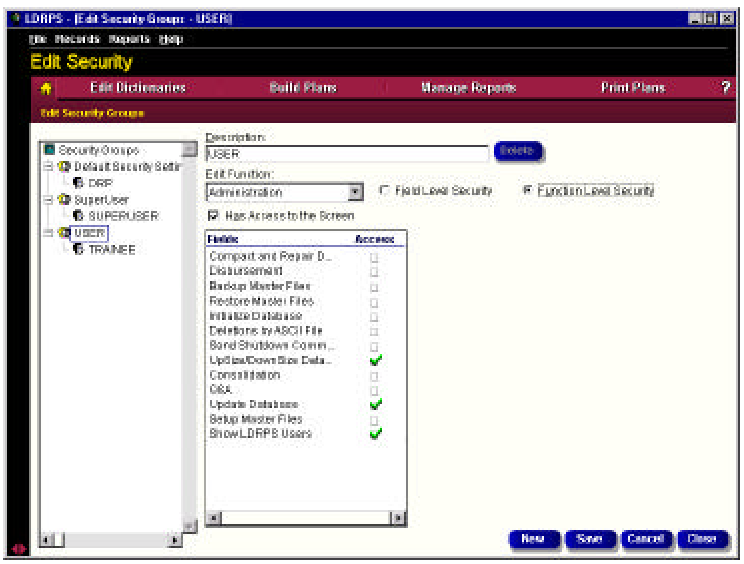
Defining LDRPS Access

Let's consider the Security setup at XYZ Financial Services, which has 20 people who need to use LDRPS. Five employees are Administrative staff who need access to every screen, field and option. Ten people are department managers who needed to work with Edit Dictionaries screens to enter plan information but didn't need Administrative tools. The last five were clerks who only needed to assign and add information to plans using Build Plans screens.

After setting up three security groups, they used function- and field-level Security to define access for each group. The Function Level Security radio button lets you limit access to LDRPS functions like Customization and Dictionaries. Clicking the Field Level Security radio button lets you control which fields they see on those screens.

Restricting access to LDRPS functions and screens

When you specify Function Level Security, the Edit Function field lists each primary LDRPS functions like Administration, Build Plans, and Customization. When you select a function, the options within it display. For example, when you choose Customize, the Access List shows the options Screen Editor, Masking, Index Card Builder, Edit Plan Assistant and Edit Frequently Asked Questions (FAQs).



Here we've given the User security group access to just three of the Administration options. When those users open the Administration screen, only those three choices will display.

If you know you don't want users in this group to use a function, simply select it from the list and click off the "Has Access to the Function" check box. Just like that, those users in the group will no longer be able to get to that area of LDRPS. For example, selecting Customize and clicking off "Has Access to the Function" removes that icon entirely from the LDRPS home page for those users.

There are five options with Customize. Suppose you want users to be able to customize screens, mask LDRPS terms, and design index cards, but you don't want them to edit plan assistants or write FAQs. Leave "Has Access to the Function" checked and just check off the Edit plan assistant and Edit FAQs options in the list. When those users open the Customize screen, those two options will not display.

If you deny access to a data entry screen in Edit Dictionaries or Build Plans, that category will not display.

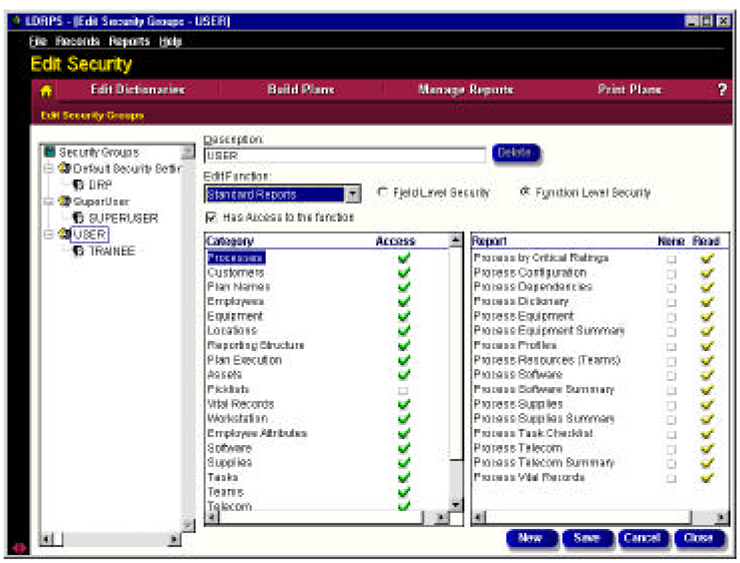
Note that if a group does not have access to a function or screen, LDRPS automatically disables any wizard associated with it. For example, if a user does not have access to Security, she will not have access to the Security Wizard.

To restrict access to screens or functions

1. Select the security group from the tree.
2. Select the Function Level Security radio button.
3. In the Edit Function field, select an LDRPS function. The options within that screen display.
4. To completely disable the function for members of that security group, click off the "Has access to the screen" check box.
5. To make an option within a function unavailable to users in the security group, click off the check box in the Access list. Once hidden, the option will not appear on the screen for these users.
6. Click Save.

Restricting access to reports

Access to standard reports works a little differently. Consider the screen below.



If the Access box is checked and you don't check a column in the Reports list on the right, users in the security group can edit the report.

Each standard report category is listed on the left, and when you select a category, the box on the right shows each report assigned to it. To deny access to all reports in the category, check off the Access column.

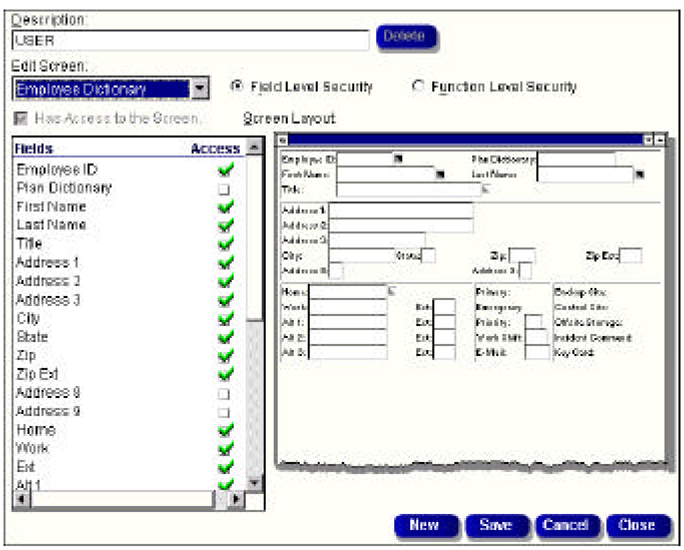
If the Access column is checked and no column is marked for the individual report, users in the security group can edit it. Read means they can preview the report but can't make changes to it.

Restricting access to fields

Suppose your organization builds teams with just one team member on each. In this case, the priority of each position wouldn't be important, so you could remove the Priority field from the Team Positions screen.

If you want users in the group to have access to a screen but not certain fields or buttons on it, click the Field Level Security radio button.

Select a screen from the Edit Screen drop down list. The Access list shows the available fields, and a miniature version of the screen displays on the right.



If you deny access to a specific field on a screen, that field does not appear. The screen adjusts to not show gaps where hidden fields belong.

To disable a field, remove the check in the Access box next to it. Keep in mind, though, that you can't make system-required fields inaccessible. For example, on the Employee Dictionary screen, you can't restrict access to the First Name or Last Name fields.

Some fields, like Employee ID, are “self-generating” required fields, meaning LDRPS automatically assigns information to them. You can make these required fields inaccessible, because LDRPS will generate information in these fields automatically even when they don’t display.

Remember, of course, that when you deny access to a screen you deny access to all fields, required or optional.

To deny access to fields

1. Select the security group from the tree.
2. Select the Field Level Security radio button.
3. In the Edit Screen field, select an LDRPS screen. The Access List shows each field name, and a miniature version of the screen displays.
4. To make an field unavailable to users in the security group, click off its check box in the Access list. Once hidden, the field will not appear on the screen for these users.
5. Click Save.

How can I delete security groups?

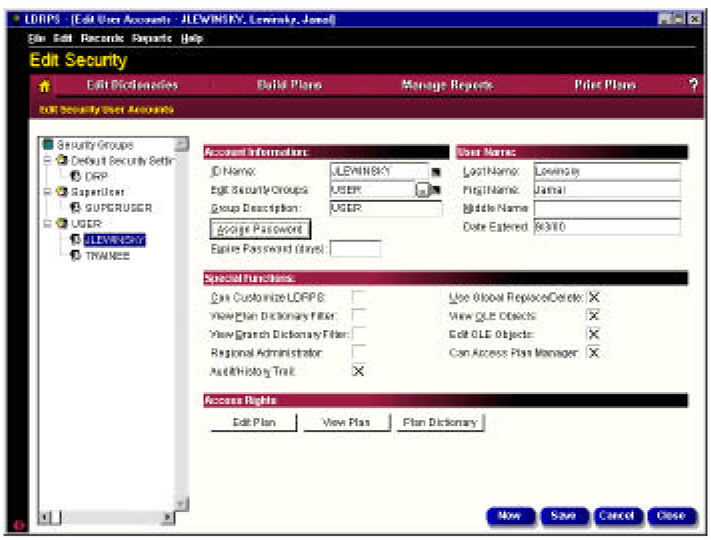
You can delete security groups with no users assigned. Highlight the group in the tree and click the Delete button. If there are users currently assigned to the group, you must delete them or move them to another group before you can delete the security group.

Adding User Accounts

Once your security groups are in place, you can begin assigning users to them. When you create a user account, that person automatically gets the LDRPS privileges set up for the security group you assign him to. For example, anyone assigned to the Superuser group will be able to use every function, option, screen, and field in LDRPS. That’s why you need different security groups for different types of users.

When you create a user account, you assign the employee a user ID and password, specify which plans and plan dictionaries she can use, and determine whether she can use special LDRPS functions like Plan Manager.

Select a user from the tree and click the New button. The Edit User Accounts screen opens.



Special functions determine whether the user can customize the fields on LDRPS entry screens and use tools Plan Manager.

Enter the ID the person will use to log in to LDRPS, and select the security group with the appropriate access level. (The security group defaults to the one you selected in the tree, but you can change it if you need to by clicking the pick list button and selecting a different group.)

You can only assign a user to a security group that has security rights that are equal to or less than the privileges of your own group. For example, users assigned to the Default security group won't be able to assign a new user to the Superuser group.

If you're assigned to the Superuser group, as most system administrators should be, this isn't a concern.

What are special functions?

Do you want a user to be able to sort records in Build Plans screens by the plan dictionaries she can access? Or do you want her to serve as a Regional Administrator, which lets her manage remote LDRPS databases using the Enterprise Manager? The Special Functions section lets you make these decisions. Let's look at each of these options in more detail.

Customizing LDRPS

You set LDRPS Customization access at the security group level, but suppose you would like to deny one user in that group that ability. Disabling this check box takes customization rights away from a specific user.

Any user with this option checked can make changes to LDRPS features as established at the security group level. Permission to customize the product allows a user to:

- rename screens and change the terminology used throughout LDRPS,
- add, remove and edit fields,
- change field characteristics like field length and whether a field is required, optional, or highly recommended,
- edit plan assistants and build new ones,
- edit and write new Frequently Asked Questions (FAQs),
- revise index cards to determine how lists of LDRPS information display.

For more information on these features, see "Customizing LDRPS" on page 131.

Viewing the plan dictionary filter

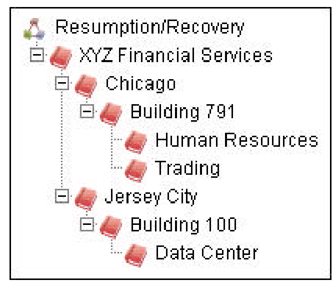
Plan Dictionaries contain dictionary records that have been designated for use with specific plans. They help users focus on information that is specific to the plans they are building. Select this option to give the user access to the Plan Dictionary filter in Build Plans, which limits records to specific plan dictionaries.

For more information see “Giving Access to Plan Dictionaries” on page 188.

Viewing the branch dictionary filter

Branch Dictionaries consist of the set of plan dictionaries located on the same “branch”, or section, of the plan tree. In the illustration below, all plans below the XYZ Financial Services plan are considered on the same branch as the XYZ plan.

Suppose you are updating the Building 791 plan for XYZ Financial Services and you select the Branch Dictionary filter on the employees edit screen in Build Plans. LDRPS displays all of the employees in the Plan Dictionary of the Building 791 plan, as well as those in the plan dictionaries of the Chicago plan and the XYZ Financial Services plan.



Using global replace / delete

Select this option if you want the user to have access to Global / Replace Delete, a powerful tool that can be used to remove and replace records throughout the LDRPS database. You’ll use this to find where records are used across plans, like finding all team assignments for an employee. For details, see “Replacing and deleting information across plans” on page 60.

Viewing OLE Objects

Select this option if you want the user to be able to view OLE objects (such as pictures of employees, diagrams of equipment configurations, etc.) that have been added to LDRPS records.

Editing OLE Objects

Select this option if you want the user to be able to edit the pictures, diagrams and other OLE objects that have been added to LDRPS records.

Accessing the Plan Manager

Select this option if you want the user to be able to open the Plan Manager to build and maintain plans in LDRPS. Plan Manager lets you copy information to multiple plans simultaneously. For more details, see “Adding Information to Multiple Plans” on page 79.

Regional Administrator

Select this option if you want the user to be able to define security accounts, file security, and other options for remote databases within your organization using the Enterprise Manager.

To add a new LDRPS user

1. In the Security tree, select user within a group. (It’s best to select the group you want to assign the user to.)
2. Click the New button. The Edit User Accounts screen opens.
3. In the ID Name field, enter the name the person will use to log into LDRPS.
4. The Security Group field defaults to the selected security group. You can change this group by entering a new group or clicking the pick list button. The user automatically inherits the security privileges assigned to the security group.
5. Click Assign Password.
6. Enter a password at least six characters long and click OK, then re-enter it to confirm.
7. In the User Name section of the screen, enter the user's full name.
8. Choose the special functions for the user as needed.
9. Click Save. The new user is assigned to the security group you selected.

For details on assigning the user plans to edit, see “Giving a User Access to Plans” on page 186. To further define the user's security privileges, review the following.

How do I delete a user account?

Select a user from the tree and select Records > Delete User. You can’t delete (or change) your own user account while you are logged into LDRPS.

Giving a User Access to Plans

If a user doesn't have access to an LDRPS plan, he or she doesn't have access to the information in that plan. So the quickest way to limit a user's access to plan information is to use plan-level security to determine which plans they can edit and which plan dictionaries they can access.

The buttons in the Access Rights section at the bottom of the Edit User Accounts screen let you limit the plans and plan dictionaries a user can access when using LDRPS. When users log into LDRPS, they see only the plans you have assigned to them.

Specifying which Plans a User Can Edit

The Edit Plan window lets you select which plans a user can edit. Through Edit Plan security, you can give a user access to any plan or combination of plans in LDRPS. Edit plan access means a user can select records in those plans and make changes to them. He has access to all records in that plan's plan dictionary.

When you give a user the ability to edit plans, the icons change to blue in the tree. This user can edit the Chicago plan and its sub-plans, but not the overall XYZ Financial Services plan.

By default, all new users are initially assigned edit access to all plans in LDRPS. If this is acceptable, you don't need to use this section of Security. But many companies will assign users the plans for their specific departments or other levels of the organization.

To specify which plans a user can edit

1. Select the user from the Security tree.
2. Click Edit Plan. The Edit Plan window opens.
3. In the Available Plans box, select the plan you want the user to be able to edit.
4. Click Add. The selected plan appears in the accessible plans box.
5. To give the user the ability to edit sub-plans as well, click Include Sub-Plans. An "X" displays next to the selected plan. Including sub-plans means the user will be able to select records from the primary plan and any other plans in that branch of the tree.
6. Repeat these steps until you have selected all plans that the user can edit.
7. Click Done.

Specifying which Plans a User Can View

Giving a user View Plan access means the user can see information in the plan, but can't edit it. You'll often set this access for auditors or other personnel who need to review the plans you're building but won't be working on them.

To specify which plans a user can view but not edit

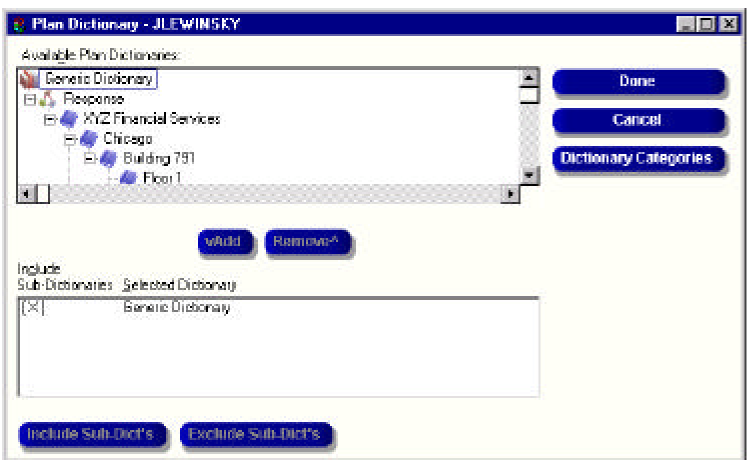
1. Select the user from the Security tree.
2. Click View Plan. The View Plan window opens.
3. In the Available Plans box, select the plan to which you want to give the user access.
4. Click Add. The selected plan appears in the Accessible Plans box.
5. To give the user the ability to select information from sub-plans of the selected plan, click Include Sub-Plans. An "X" appears next to the selected plan.
6. Repeat these steps until you have selected all plans that the user can view.
7. Click Done.

Giving Access to Plan Dictionaries

Plan dictionaries contain records that have been designated for use with specific plans. They help you manage data and provide your users with information that is specific to the plans they are building.

Records not associated with a specific plan dictionary are contained in the Generic dictionary. If you don't use plan dictionaries, *all* records are stored in the Generic dictionary.

The Plan Dictionary screen lets you to specify which plan dictionaries a user can view. To assign plan dictionary access, click the Plan Dictionary button on the Edit User Accounts screen.



"Sub-dictionaries" are the plan dictionaries for the sub-plans of the selected plan. Including them means the user will have access to them as well.

You can specify access to the Generic dictionary and / or specific plan dictionaries. Users with access to a plan dictionary can view the information in it and can assign these records to the plans they are building. However, to edit records in a plan dictionary, a user must also have edit access to the associated plan (as we discussed earlier).

By default, all new users are initially assigned access to all plan dictionaries in LDRPS. If this is acceptable, you don't need to use this section of Security.

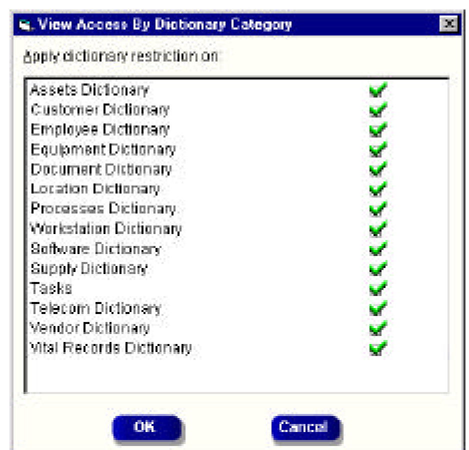
To grant access to plan dictionaries

1. Select the user from the Security tree.
2. Click Plan Dictionary. The Plan Dictionary window opens.
3. In the Available Dictionaries box, select the plan dictionary you want the user to access.
4. Click Add. The selected plan dictionary appears in the Accessible Dictionaries box.
5. To give the user access to sub-dictionaries of the selected plan, click Include Sub-Dictionaries. An "X" appears next to the selected plan dictionary.
6. Repeat these steps until you have selected all the plan dictionaries you want the user to access.
7. Click Done.

Can I apply plan dictionary access to specific categories?

Yes. Suppose you don't want a user to have access to all vendor records because they contain personal contact information. You can restrict one or more categories to just the records in the plan dictionaries you assigned to him.

Click the Dictionary Categories button on the Plan Dictionaries window. Then select the categories to which the plan dictionaries will apply. When a category is not checked, the user will have access to the records in all plan dictionaries, not just those selected for the user.



Printing Security Reports

To print a security report, select it from the Reports menu. There are three security reports available:

Field Access Security by Group shows which fields users in each security group can see on each data entry screen. You can use it to make sure that users don't have access to sensitive information they should not see.

User ID Security identifies the security set up for each user.

User ID Special Functions shows whether the user can customize LDRPS, is assigned as a Regional Administrator, or can perform any other special functions defined through Security.

12
Sharing Plan Information

As an administrator, you have any number of concerns. When it comes to plan data, your thoughts will focus on reducing data entry work and protecting sensitive information.

Your plans could contain thousands of records, so finding a way to streamline plan building is always a key concern. It's important to avoid duplicate data entry, both to reduce effort and to ensure records are consistent. Face it, no one wants to have to enter the same information over and over, and you wouldn't want two records for the same vendor with different phone numbers. It would be great to be able to enter this information once and simply select it when needed.

And as you begin to collect that information and put plans together, keeping it secure is equally important. Building a comprehensive business continuity plan will make your CEO very happy. Making his home phone number available to everyone working on LDRPS plans probably won't. So you need a way to make sure information is available only to those people who absolutely need it.

LDRPS dictionaries provide a solution to both of these concerns. In LDRPS, all information is stored in a relational database, which means it can be shared between many plans. Dictionaries are centralized repositories, organized in logical data categories, where you can add information that users can access when building plans. When you need to, you can limit this sharing by storing records in specific plan dictionaries that restrict access.

In this chapter we'll discuss using dictionaries to store, categorize, share, and protect your plan data. We'll review how you can make a plan builder's job easier by allowing him to select rather than enter plan details, and we'll discuss what you need to do to make sure key plan information stays out of the wrong hands.

What do dictionaries collect?

Dictionaries organize plan information into logical groups called categories. Let's look at each of these categories in more detail before we discuss how to get that information into your plan.

- What are your most critical business functions? The **Processes** category contains details about the minimum requirements needed to maintain your operations if an interruption occurs.
- What steps will your teams perform to keep these processes running? The **Tasks** category contains descriptions of activities or procedures that need to be performed during different phases of business continuity.
- Who are your critical personnel, and how will you contact them or their loved ones? The **Employees** category contains details about your staff, including addresses, phone numbers and emergency contact details.
- What unique skills or personal qualities do your employees possess? The **Attributes** category describes special characteristics that you would like to know about if a business interruption occurs.
- Who are the key organizations or people who supply you with products or services? The **Vendors** category contains information about them.
- Who are the key organizations or people you supply with products or services? The **Customers** category contains information about them.
- What computer software will you need if a business interruption takes place? The **Software** category contains specific information like supplier, current level and release, etc.
- What machinery, monitors, cables and other miscellaneous equipment will you need? The **Equipment** category contains information about these requirements.
- What basic products like purchase orders and envelopes do you need to help you continue business operations after a disruption? The **Supplies** category contains information about these requirements.
- What are your phone, modem and other telecommunications requirements? The **Telecom** category contains information about the telecommunication lines critical to your recovery, including which alternate lines are available to you.

- What hard copy records will you depend on in an emergency? The **Vital Records** category contains details about important documents like original loan applications, personnel or medical records, compliance documentation, and, of course, your business continuity plan.
- What furnishings and other items of value do you want to inventory? The **Assets** category contains information about these items.
- What are your organization's planning policies, philosophies and assumptions? The **Documents** category contains written descriptions of these policies so you can include them with your printed plan. It also contains general documents like floor plans that would be useful in an emergency.
- What are the hardware, software, and telecommunications requirements for each of the critical personal work areas at your facilities? The **Workstations** category contains work area setup characteristics so you can designate alternate workstations if one becomes disabled.
- What backup, offsite storage and other alternate sites are available to you if your primary facility is damaged? The **Locations** category contains descriptions of these secondary sites.

How do I get plan information into dictionaries?

There are two ways -- importing it from another file or entering it directly using edit screens. Let's review each approach.

Importing Information into Dictionaries

Often, you have key plan information like detailed customer lists available in other files throughout your company. The Import function lets you quickly copy that information into LDRPS dictionaries. This is a great way to save data entry effort, so you should always run Import first if you have files to copy.

LDRPS accepts a wide variety of file formats. For example, if your Human Resources department maintains an Oracle database with all employee information, Import will recognize the data and let you map information from columns in the source file to fields on the Employee Edit Dictionary screen.

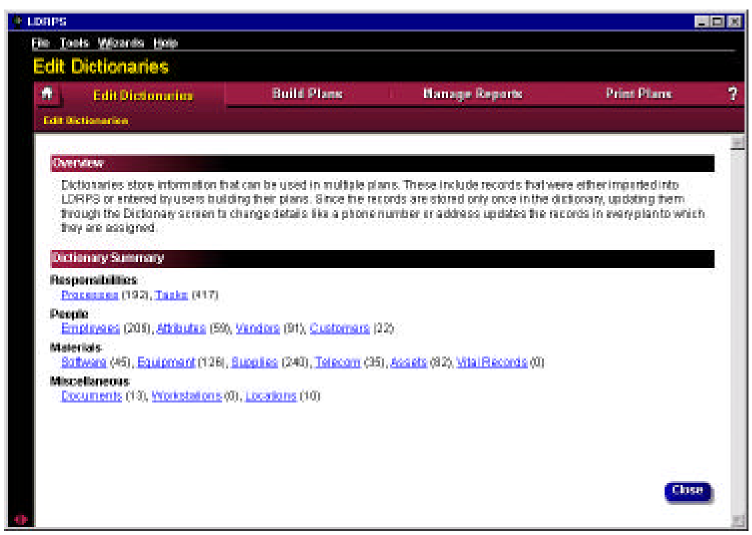
Once you run the import, you can open the records in Edit Dictionaries to make changes or assign them to plan dictionaries, which we'll discuss later.

For detailed instructions on copying information into your dictionaries, see "Importing and Exporting Plan Information" on page 203.

Entering Information into Dictionaries

To enter records directly, choose the Edit Dictionaries tab from the LDRPS home page. LDRPS opens the Edit Dictionaries home page, which lists the dictionary categories and the number of records contained in each.

Did You Know: When you enter information through Build Plans screens, those records are assigned to the plan dictionary of the active plan. We'll discuss plan dictionaries a little later in this chapter.

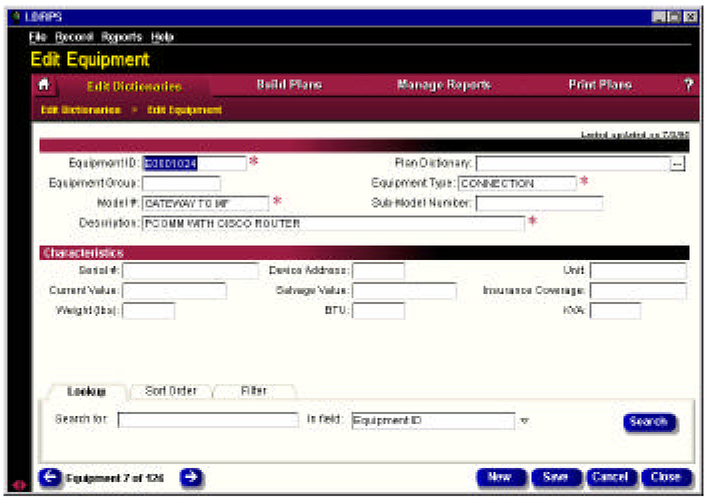


Click on a category link to add, edit and delete plan information. The numbers next to each category show how many records you've defined.

You can view and enter information on an edit screen or in a data sheet -- it's really a matter of your personal preference. If you prefer seeing a single record at a time, just keep the default edit screen view shown below. To view additional records, click on the scroll arrows at the bottom of the screen.

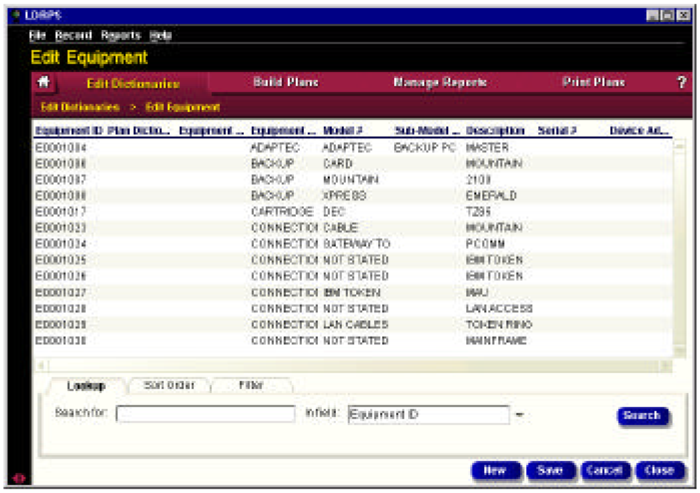
As you build your plans, some information is especially important. The fields marked with a red (✻) symbol are required, meaning that you must enter information in them. Recommended fields, marked with a grey (✻) symbol, mean that it's a good idea to enter information. All other fields are considered optional.

LDRPS automatically saves information on the screen if you click New, Close, or an Assign button, or if you scroll to another record.



In edit screen view, one record displays at a time. Use the scroll arrows at the bottom left to move between records.

In the data sheet view, multiple records display in a list that looks like a spreadsheet with column headings across the top. These headings correspond to the fields on the entry screen.



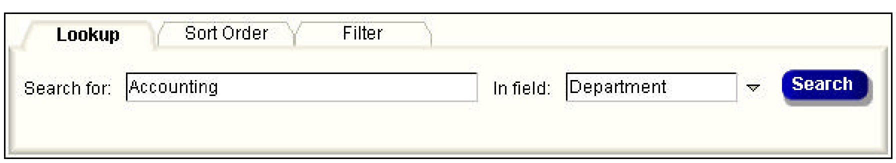
Select Record > View in Datasheet to see multiple records at once. Use the Lookup, Sort Order, or Filter tabs to change the list.

Each row contains one record. To enter or change this information, click on the appropriate row and column.

Note that required fields are not marked in this view. If you try to move to another record or click Close without completing a required field, LDRPS displays a message to show you what you need to add.

Finding Dictionary Records

Regardless of which view you select, the three tabs at the base of the screen let you search for and sort dictionary records. Lookup performs a search on a single field (e.g., all employees with the last name “Smith”). Filters let you search on multiple fields, and can be saved to be used later. Sort Order lets you change the display sequence based on one or more fields.



For more details on how to use these tools, see “Using Other Plan Building Tools” on page 74.

Assigning Related Information

Some dictionary screens include buttons that let you assign additional information related to the record you are defining. Using assignment screens, you can link information from another category to the current dictionary record or enter more specialized details. For example, you can assign attributes to an employee or can enter the name of a vendor representative.

Let’s look at assigning attributes to an employee. Keep in mind that this is a common example, so assigning associated information works the same way for other dictionary categories.

On the Edit Employee Dictionary screen, select an employee and click the Assign Attributes button. The Assign Attributes screen opens.

This view shows just the attributes assigned to an employee. Click the “Show all attributes” link on the Lookup tab to select from other attributes in the dictionary.

When an attribute is assigned to an employee, it appears checked in the list. Click the Show All Attributes link on the Lookup tab to see all attributes in the dictionary. Then click each attribute you want to assign.

If you click the New button here, you define a new attribute, not a new employee. When you create a new attribute this way, it is automatically assigned to the employee *and* stored in the attributes dictionary.

To remove an assigned attribute, just uncheck it in the list. This doesn't delete the attribute, but it does remove it from the employee's record.

Deleting dictionary records

When you delete a record from a dictionary, it is removed entirely from the LDRPS database and cannot be retrieved. However, you can't simply delete a record that is being used in another area of LDRPS (for example, employees that have been assigned to positions on teams). You must first either remove the record from all plan assignments or replace it with another.

Choose Record > Delete. LDRPS checks to see if the record is used elsewhere and asks if you want to review and change these assignments. This opens the Global Replace / Delete tool, which locates all occurrences of the record and then removes or replaces it throughout.

For more information, see "Replacing and deleting information across plans" on page 60.

Restricting Access to Dictionary Records

Most dictionary screens include a Plan Dictionary field, which lets you further categorize plan information. It works in connection with a user's Security settings to determine which records a user can edit and assign to plans.

There are two primary benefits to using plan dictionaries. First, they make information more manageable by organizing it into smaller sets of records. Suppose your company has 2,000 employees but only 50 are needed for your Sales department plan. You can assign just those employees to the Sales plan dictionary. When a user with access to just that plan dictionary opens Build Plans to assign employees, only those employee records will be available. He won't have to scroll through 2,000 employees to find the ones he needs.

The second benefit is that you can protect sensitive information by restricting access to it. For example, because employee records contain home phone numbers and addresses, you may not want all plan builders to see all employee records.

Some categories of information are more sensitive than others. You're more likely to reserve employees for use with a specific plan than more general categories like supplies.

Keep in mind that assigning a record to a plan dictionary *does not* assign it to a plan. It simply makes that record available in a special subset for people editing that plan. To assign it to a plan, users must select the record through a Build Plans screen.

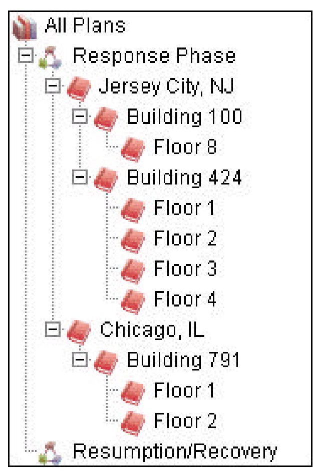
The Plan Dictionary field is not required. If you leave it blank, the record is stored in the Generic dictionary and any user with security access to the Generic dictionary will be able to assign this information to their plans.

How does the Plan Dictionary field work with user security?

In Security, you establish which plans a user can edit and which plan dictionaries he can access using the Access Rights buttons on the Edit User Accounts screen.

When a user has edit rights to a plan he can assign information to it, edit all the information assigned to it, and edit all records in its plan dictionary. If he can edit all plans, he can edit any record in LDRPS.

When a user has plan dictionary rights, he can view records in that plan dictionary and assign them to plans. However, he can't edit those records unless he also has rights to edit that plan. If he does not, he can only edit plan-specific fields in those records.



When setting plan dictionary access, you also decide whether the user can access generic records. If you set Generic dictionary access without selecting sub-plans, this means the user will have access to all records not assigned to a plan dictionary. If you give access to the Generic dictionary and all of its sub-plans, the user will get access to all records not assigned to plan dictionaries *and* the records in all plan dictionaries.

The most common setup is to give a user edit plan rights for the plan he's responsible for building, and plan dictionary access to the plans above it in that branch of the plan tree. Consider the plan tree to the right. Sarah is assigned to edit the Floor 8 plan and has plan dictionary access to the Jersey City, NJ and Building 100 plans. She can edit records in the Floor 8 plan, but she's limited to assigning records from the plans above it. She has no access to the plan dictionary of the Chicago plan or any of its sub plans.

It's also common to give most users access to the Generic dictionary. Chances are most users will have some combination of access to the Generic dictionary and certain plan dictionaries.

For more details on setting edit plan and plan dictionary security, see "Giving a User Access to Plans" on page 186.

13

Importing and Exporting Plan Information

What are Importing and Exporting?

The biggest key to having an effective continuity plan is collecting accurate, current information about the people, places, and resources of your company. XYZ Financial Services is a large organization, with plans spanning several offices and thousands of employees. So when the planners there first sat down to write plans, they realized it could take a lot of time to enter all of that information into LDRPS.

They knew that they already had much of the information they'd need in files throughout the company. Their Human Resources department keeps an up-to-date Oracle database with all employee information. Shipping and Receiving has detailed customer lists. Purchasing has names, addresses, phone numbers for all the vendors the company uses. So it was clear that what they really needed was a quick way to copy that information into LDRPS.

The Import tool lets you do just that, allowing you to copy information from different file formats. You know how it is -- some people love Lotus Notes databases, and others can't live without their Excel spreadsheets. Even if you have company standards sometimes it comes down to someone's personal preference. LDRPS is flexible enough to collect information from all kinds of sources.

Basically, if a file contains information that's useful for your plan, you can import it into LDRPS dictionaries for planning use.

Later the planners at XYZ found that by building their plans they gathered information that was useful for other reasons, so they took advantage of the Export tool to copy that information out of LDRPS into other files. It was also a good way to update information in the files they imported from originally so that they only had to change it in one place.

This chapter explains how to import information from other applications into LDRPS, and how to export to them. It also describes how to set up templates that you can use repeatedly to make sure the information is copied smoothly.

What kind of files can I import?

The Import/Export tool was designed to be compatible with all of the file types that most commonly contain information that LDRPS needs, whether they're spreadsheets, database files, or standard text files. You can import and export from:

- Common **spreadsheet** files such as Excel and Lotus 1-2-3.
- **Open Database Connectivity (ODBC)** files such as Oracle, Sybase, Lotus Notes, and SQL Server. ODBC is a standard format that lets a single application access multiple types of databases.

- **ASCII text files**, which contain only letters, numbers, and symbols with no formatting except carriage returns. LDRPS imports and exports ASCII data in one of two text file formats: Delimited Format or Fixed-Width format.
  - In **Delimited** format, fields are separated by a special character such as a comma, tab or semi-colon. Data in a field is enclosed within special characters, often double quotation marks.
  - In **Fixed-Width** format, each data field starts and ends in a specified position in the record. For example, you may have a fixed-width file of employees where the first name starts at character position 1 and ends at position 15; and the middle initial starts and ends at position 16; and the last name starts at position 17 and ends at position 41. Each field has a fixed width -- its own column with a specific number of characters. Spaces are used to fill in the remaining positions when the data entered has fewer characters than the specified size of the field.

What do I need to know to make an import work?

Running an import is pretty straightforward as long as you have all the information you need. Of course you'll need to know the name of the file you want to import from, and where it is stored. And you'll need to know where you want the information to go in LDRPS (copying an employee records database into the Employee Dictionary, for example).

And you will use templates to make sure the information is copied properly between the file and LDRPS. Next we'll discuss what these templates do, so you can choose the one that best suits your needs.

What is an import/export template?

A template tells LDRPS the exact format of the file you want to import. This includes the beginning and end of each column and the information each column contains. You use these templates to make sure that the information you bring into LDRPS comes over correctly.

LDRPS comes with standard templates for the typical file types we just discussed, and you can create new ones as needed. These templates can be used repeatedly, so you don't have to spend your time rebuilding them each time you import. That's a great time-saver because in some cases you'll import often to make sure you have the most up-to-date information at all times.

For example, suppose your Human Resources department reviews the Employee database monthly. You will probably want to update the LDRPS Employee dictionary with any new or changed employee information. If you set up a template the first time you import this employee data, you can reuse the template to import data whenever you want.

You can use the same templates when you want to export information out of LDRPS to another file. You don't have to constantly reorganize and reformat the files as you move information between LDRPS and other applications.

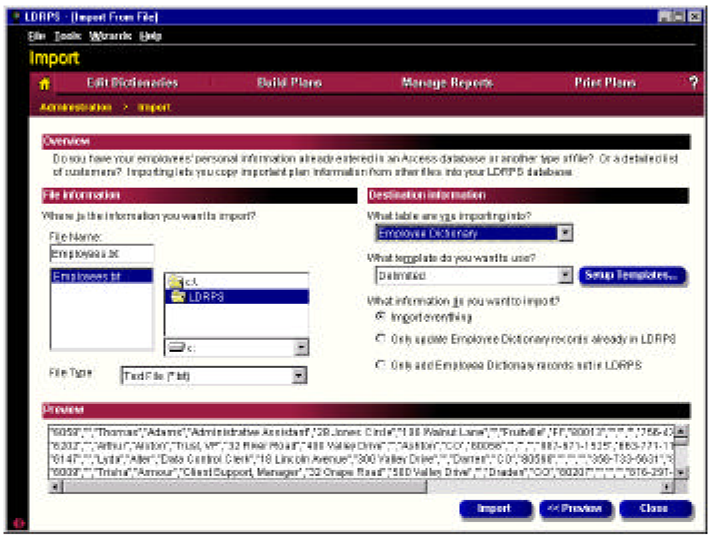
What kind of templates do I need?

Each import or export template is specific to an LDRPS data category. For example, you will create specific templates to import data to and export data from your Employee dictionary, while you'll use other templates to import and export Vendor or Customer information.

See "Building a Template" on page 209 for details on how to design new templates or change the ones you've already built.

Importing Data into LDRPS

As long as you're prepared to provide a little information, importing data is a pretty simple process. To get started, select File > Import or choose Import from the Administration screen.



Click the Preview button to look at the information in the file you've selected to import.

The Import screen lets you specify what file you want to import, where you want the information to go in LDRPS, and which template you'll use to format that information. Start by getting the names of the file where the information you need to import is stored.

Deciding where the information should be copied in LDRPS should be pretty clear. If you have a file with Employee records, chances are you'll be placing them in the Employee Dictionary. You will select from a list of LDRPS tables.

Templates require a bit more thought and preparation. As you continue to import you'll need to create new templates to copy information as needed. See "Building a Template" on page 209.

How are records updated when I import?

By default, LDRPS updates matching records and adds new ones. For example, if you are importing an employee record and that person already exists in your LDRPS Employee dictionary, LDRPS updates your dictionary record with the imported information. If you changed Joe Addison's phone number and added five new employees, Joe's record will be changed and the new people will be added to LDRPS.

If you don't want the import to work this way, you can use the radio buttons in the lower right corner of the screen to make LDRPS only add or only update records.

LDRPS validates all data records during the Import process. For it to work, records must contain valid data in all required fields. These include the LDRPS default required fields and any fields that have been set as required by your LDRPS administrator. To identify required fields, check the appropriate LDRPS screen to see which fields have this symbol: ❉.

The length of data you import must not exceed the length of the field into which it is being imported. If your system administrator has changed the length of a field in an entry screen, that is the length of data that LDRPS will be able to import into the field. If field data exceeds the designated LDRPS field length, the data is not imported and this is noted on the Exception report.

How do I know if the import worked?

When you launch the import, LDRPS will ask if you would like to see reports that tell you how well the information was imported. The Audit Reports tell you which records were successfully added or updated, and the Exception Report tells you if a record could not be updated for some reason. It's always a really good idea to run the Exception Report.

You'll also see a message on screen as the import runs, showing the number of records updated.

To import data into LDRPS

1. Select File > Import. The Import screen opens.
2. In the File Type field, select the kind of file you want to import (text file, Excel spreadsheet, etc.).
3. In the File Name field, select the file containing the data that you want to import. Click the Preview button to review the data in this file.

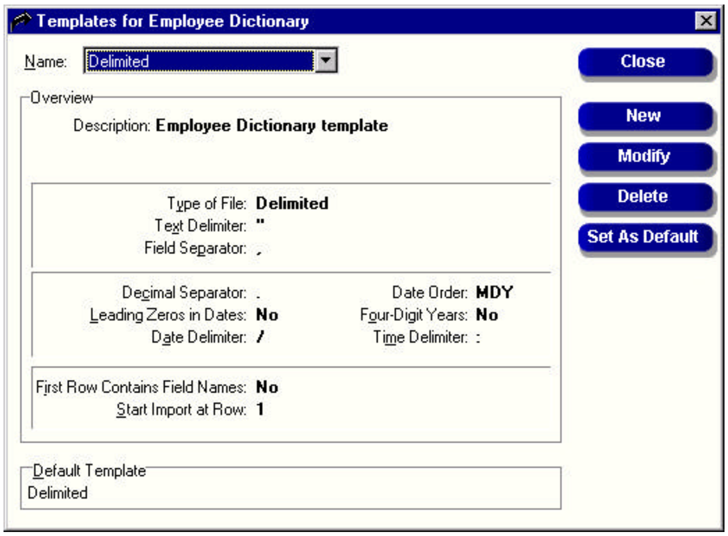
4. Depending on the file format specified, you may have to enter additional information.
   - If the file you selected is a MS Access database, specify the table name.
   - If the file is an ODBC data source, specify the database connection and table name. You'll also need a valid user ID and password.
5. Under Destination information, select the name of the LDRPS data category into which you want to import the data.
6. Select the name of the template to use to map your import. To define a new template, click Setup Templates. For details on building new templates, see "Building a Template" on page 209.
7. Select a radio button to indicate how to add and update records.
8. Click Import.
9. Choose the type of reports you'd like to see. You can see an audit report showing which records were successfully updated, or an exception report that showed which were rejected.
10. LDRPS begins the import. A message shows the total number of records processed, the number of records accepted and the number of records rejected. LDRPS then prints the reports you selected.

Building a Template

Earlier we discussed how templates are needed to show LDRPS the way information should be formatted when you import. These templates contain a series of detailed instructions to ensure that LDRPS properly reads and accepts the data you are importing. Using the New / Modify Template screen, you can design templates to your own specifications.

Before you can build a new template, you must select the file to import and the LDRPS table you want to copy information into. The template will be specific to the file type you have chosen.

To create a new template or change one you've already built, click Setup Templates to open the Templates window. It shows the details of the currently selected template. You can change it by clicking modify, or you can create another template by clicking New.



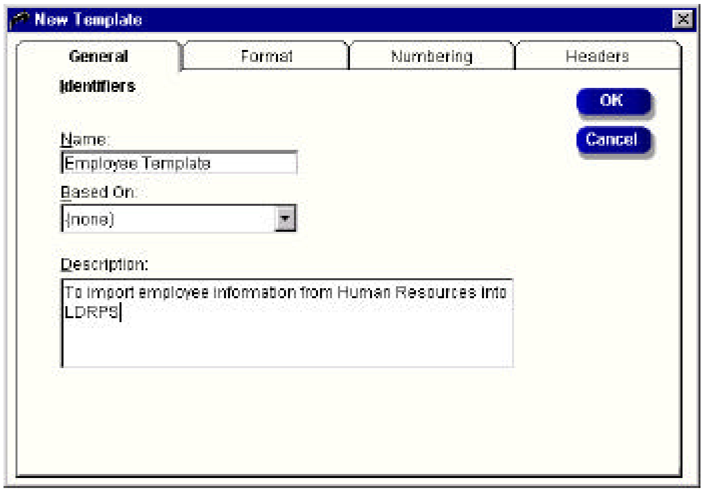
The templates window shows the file type and format details of the default template. It also lets you create, change, and choose default templates.

Defining Template Details

The New / Modify Template window contains four tabs: General, Format, Numbering, and Headers. Each tab collects a specific type of information to help you build the template. You'll notice that the number of tabs varies according to the type of file you select.

Begin with the General tab to enter the template name and description.

If you want to model your template after one you've already built, use the Based On field to select an existing template. All the settings of that template will default in the fields on each of the tabs, but you can change these as needed. It's a good way to get a head start on entering template settings.



Often it's helpful to build your template from another one. Use the Based On field to select a model template.

Selecting the template format

On the Format tab, you'll enter details about the structure of the template. What you need to build depends on whether the import file is Fixed-Width, Delimited, or a Data Source. The data you are importing displays at the bottom of the screen.

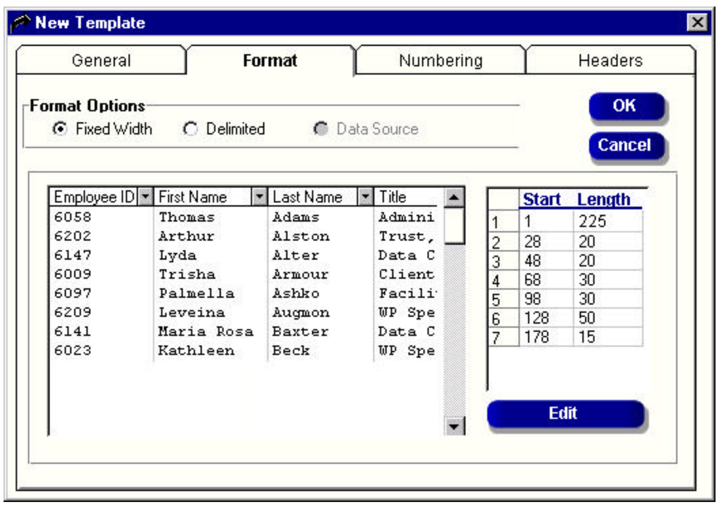
Not all of these options are available for every file you import.

Let's review each of the format types in more detail.

Fixed-width format

Remember that in fixed-width format, each data field starts and ends in a specified position in the record. When defining a template for this format, you'll select headings for each of the columns of information and adjust the width of the template as needed.

Drop down boxes above each column let you choose the LDRPS field you want to copy that information into. For example, if you're copying employees and each has a number assigned by the company, you'll probably copy that into the Employee ID field.



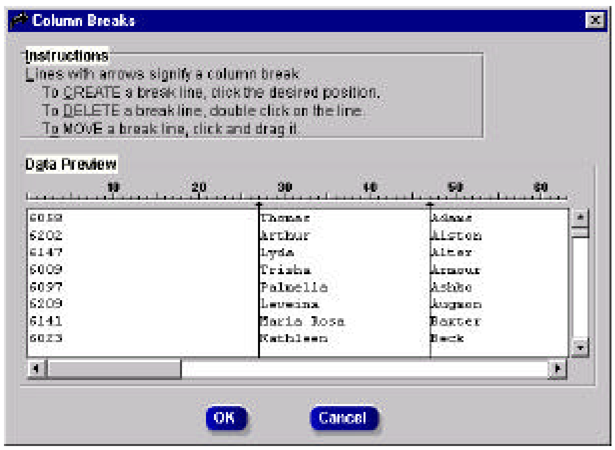
To change the start of each column, click the Edit button.

Notice that the right side of the tab shows the starting point and length of each of the data fields in the file you're going to import. To change these settings, click the Edit button to open the Column Breaks window.

Defining column breaks for fixed-width format

The Column Breaks window makes it very easy to define and adjust the separation between columns of data. You can create a column break by clicking on the position where you want the column to end. And you can resize a column by dragging the break line to a new position.

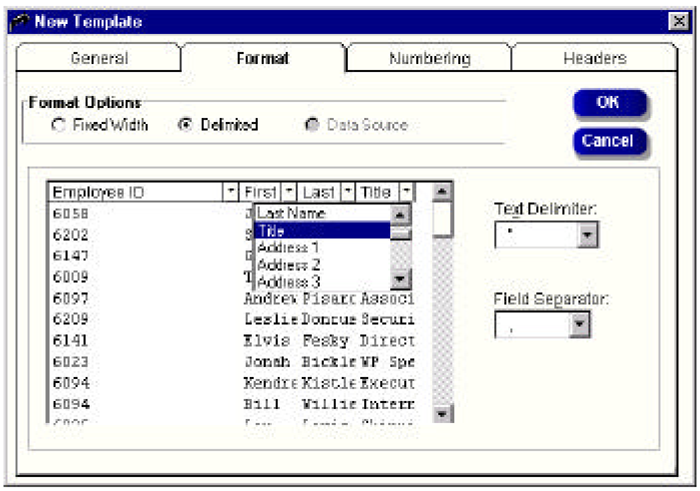
To delete a column break, double-click on the line.



To change the column size, click and drag the lines between columns.

Delimited format

When you look at a delimited format file, you'll see that the data is enclosed by characters of one type and separated by another. For example, the first line in a list of names might appear as "Smith", "Betty". Usually, field data is enclosed in double quotation marks (" ") and fields are separated by commas.



For each column of data, you'll pick the LDRPS field where that information will end up.

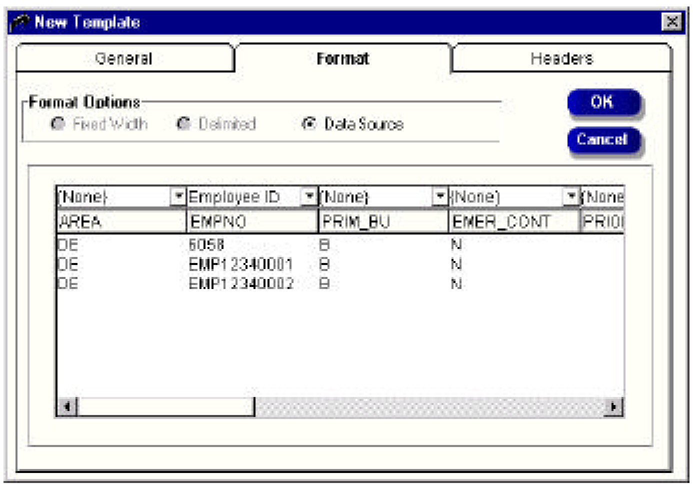
When setting the format for files of this type, you need to identify those characters and enter them here. You'll also select the LDRPS field to collect each column of information by choosing from the drop down lists above the columns.

To adjust the column width, hold your cursor over the end the column header, click the left mouse button, and drag the column until it is the right size.

Data source

If you are building a template for information imported from a data source like a MS Access database, the data displays under the column header assigned to each column in the file you are importing. Above each column you'll see a drop down list with the names of all fields on the specified LDRPS screen.

Select the LDRPS field matching each column of data. The information in the column below each field box will be mapped into the field you choose.

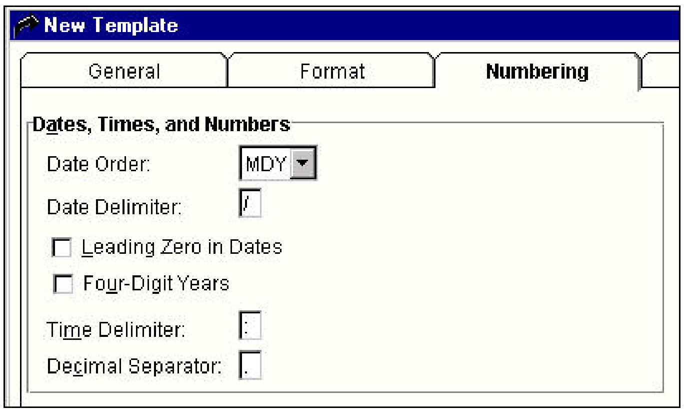


Each column of information is listed under its header from the file you're importing. Match each column to the correct LDRPS field.

To adjust the column width, hold you cursor over the end of the column, click the left mouse button, and drag the column until it is the correct size.

Setting date and time format

If the data you are importing or exporting includes dates, times or numbers, you should specify the format conventions you want to use. You'll enter this information on the Numbering tab.

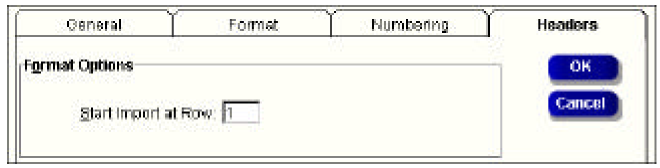


LDRPS defaults to the formats commonly used in the United States.

If your data file will be used in another country or if you want to use different number formatting conventions for other reasons, you must change the settings here. These settings include:

- The order of the month, day, and year. The default is Month/Day/Year (MDY).
- The character to use to separate parts of dates. The default is a forward slash (/).
- Whether leading zeroes should be included (for example, 03/06/95).
- Whether you want to use four-digit years instead of two-digit years (for example, 10/12/1994).
- The character to use to separate parts of time values in the data file. The default is a colon (:).
- The character to use as a decimal point in numbers in the data file. The default is a period (.).

Choosing an import starting point



When you preview the file you want to import, you may decide that you do not want to copy everything in the file. So on the Headers tab, you need to specify the row where the import should start. For example, if the first row of data in the file contains field names, you would enter 2 to start the data import with the second row of information.

LDRPS begins with the first row unless you enter a different row number.

Choosing Default Templates

The standard templates included with LDRPS are assigned as the default templates for each data category until you specify your own default template.

You can specify a default import or export template for each category of data in LDRPS. Once you have specified a default, it will automatically be used to import or export the specified LDRPS data.

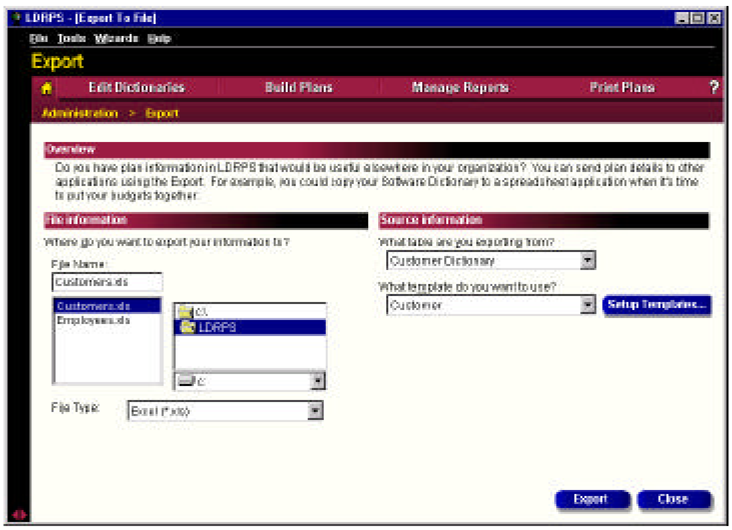
To select a default import/export template

1. Click Setup Templates to open the Templates window. The title bar shows the LDRPS data category for which you are defining a default template (for example, Employee Dictionary).
2. Click on the drop-down arrow by the Name field and select the template that you want to use.
3. Click Set as Default.
4. If you want to make changes to the template, click Modify.
5. Click Close.

Exporting LDRPS Information

Once you've built your plans, you may find that you would like to export LDRPS data for use in other applications. For example, you could export information from your LDRPS Equipment dictionary to a spreadsheet application to perform various cost calculations.

To begin, select File > Export.



Notice that the Export screen looks like the Import screen. But you're sending plan information from an LDRPS table to another file outside LDRPS.

You can apply a filter or create a new one to limit the data that you export. For more information, see "Applying Filters" on page 75.

To export LDRPS data

1. Select File > Export. The Export screen opens.
2. Select the type of file you want to export into (text file, Excel spreadsheet, etc.).
3. Select the file name.

4 Depending on the file format specified, you may have to enter additional information.
- If the file you selected is a MS Access database, specify the table name.
- If the file is an ODBC data source, specify the database connection and table name. You'll also need a valid user ID and password.

5 Under Source information, select the name of the LDRPS data category from which you want to export the data.

6 Select the name of the template to use to map your export. To define a new template, click Setup Templates. For details, see "Building a Template" on page 209.

7 Click Export.

8 If you want to limit the export to specific information, select a filter or click Edit Filters to define a new one.

9 LDRPS exports the data to the file you selected.

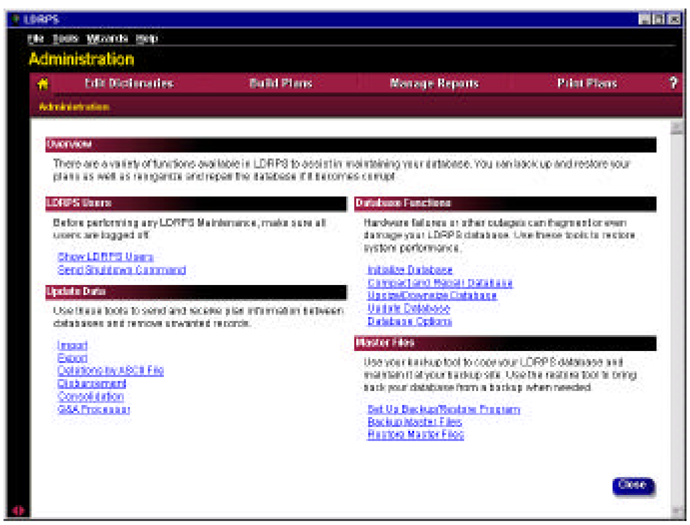
14
Maintaining the LDRPS Database

Any time you maintain a large database and update it frequently, you run the risk of data becoming corrupted or system performance slowing. Even if you don't make frequent changes, equipment failures and acts of God can damage or even destroy your database. Over the course of time, you'll need to perform a series of "housekeeping" steps to make sure your LDRPS database runs efficiently.

Use the functions on the Administration screen to keep your database running smoothly. You can:

- compact and repair the database,
- back it up to make sure all of your data is secure,
- delete obsolete records, and
- restore an older version of the database.

To begin, select the Administration icon from the LDRPS home page.



Typically, you'll use this screen to back up, maintain, and repair your LDRPS database. If you need to replace a damaged database with a backup, you do it here.

Because Administration functions affect the entire database, you can't run most of them if more than one user is logged into LDRPS. If you try to do so while someone else is using LDRPS, you'll need them to log off first. See "Sending a Shutdown Command" on page 232.

Running a Database Update

When enhancements are made to LDRPS, the table structure within the database is changed to accommodate new and revised functionality. So your database will need to be updated to be compatible. The DBUpdate.exe program updates your current database to the most recent version.

Most of the time, your database will be updated automatically when you receive a new version of LDRPS. However, if you have several databases you want to update at any given time, you can choose the Update Database option on the Administration screen to bring them in synch.

If you're running LDRPS Web or Client/Server, this creates a script your administrator can use to update the LDRPS database if you don't have privileges to do so.

Backing Up and Restoring the LDRPS Database

You should back up your recovery plans frequently and store the backup at an offsite location to protect against losing it in a disruption. Then, if the computer you used to build your plans suddenly becomes unavailable, you have a copy of your plans at another location.

You can then restore all your plan information as needed. For example, if your system is destroyed in a fire, you can copy your backup files on the computer system at your backup site.

You'll find that as you're performing various administration tasks in LDRPS you'll be asked if you want to back up the database. It's generally a good idea to back up frequently to make sure that your current plan information is protected and available if the database is damaged or lost.

If your recovery plans are stored on a LAN and the LAN is backed up daily, you probably do not need to use this option. Discuss this with your LAN Administrator.

Setting Up Your Backup Program

LDRPS lets you set up a link to your backup program and then run it as needed. There are many backup programs currently on the market, and most operating systems come with their own backup programs.

Select Set Up Backup / Restore Program from the Administration screen, then click the Browse button to select the name and path of the program. Click Close to return to the Administration screen.

Running a Backup or Restore

On the Administration screen, select Backup Master Files or Restore Master Files. LDRPS automatically starts the backup / restore program you set up.

Compacting and Repairing the Database

When you do a lot of work in the database, it may become fragmented. When this happens, the system may begin to run slower and overall performance may become sluggish. Problems like a power surge, a hardware failure, or a network outage can also corrupt the LDRPS database.

Compacting the database reorganizes and de-fragments it, improving system performance. LDRPS creates a temporary copy of the database and defragments it, then overwrites the original database with the new, defragmented version.

To use this option, you must have enough storage space on your disk to accommodate the original database file and the temporary copy. Make sure you have enough temporary disk space on the same drive (at least the size of the existing database) before running it.

How often should I compact the database?

It really depends on how often you use LDRPS. If you update LDRPS frequently, it's probably a good idea to run compact about once a week. If you update LDRPS less often, compact as needed.

Often, LDRPS automatically identifies that there is a problem and displays a message asking if you want to repair the database. However, in some cases, LDRPS may not detect that the database has become corrupted. You will know there is a problem because the database may begin behaving abnormally or unpredictably (you may receive unusual error messages). If this happens, use Compact / Repair to identify and correct the problems.

Note: If you are running the Client / Server version of LDRPS, this option is not available. You'll use your operating system to correct database performance problems. See your operating system documentation for details.

Initializing the Database

There may be times when you need to remove some of or all the information in the LDRPS database. For example, you can initialize all of your LDRPS Vendor records while leaving the rest of your LDRPS categories intact. You choose which categories to erase.

This is an extremely powerful option that can wipe out your entire database and all your plans, so please use it with extreme caution. In fact, it's best if you make Initialize Database unavailable to all LDRPS users except the LDRPS Administrator. To learn how, see "Setting Up LDRPS Security" on page 173.

What about associated information?

Suppose you want to delete your Employee Dictionary, but some of those employees are assigned to plans and hold positions on teams. You'll be asked if you want to delete those associated records along with the Employee dictionary records.

Keep in mind that if you choose all tables, you won't be asked about related records. LDRPS initializes the entire database.

To initialize the database

1. On the Administration screen, select Initialize Database.
2. Decide whether you want to back up your database before erasing records. It is always a good idea to have a backup.
3. Select the LDRPS categories you want to delete. Remember that *all* data in these categories will be permanently removed from your LDRPS system.
4. Click Initialize.
5. If you have not selected all tables (the entire LDRPS database), you'll be asked if you want to delete associated records. Do one of the following:
   - Click Erase only tables selected to delete only the data in the selected tables.
   - Click Erase related records to delete all the data in the selected tables and all associated information.

Disbursing and Consolidating

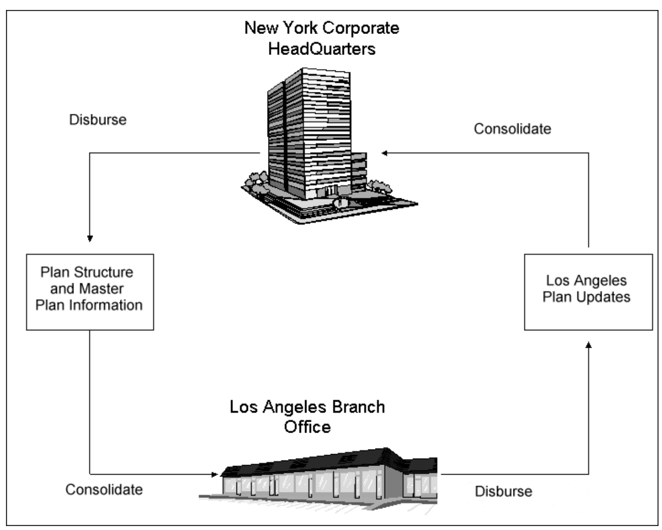
If you have multiple sites running LDRPS as part of a corporate-wide business continuity program, keeping your plan information up to date is critical. As an administrator, you need to make sure that these sites share common information and meet corporate planning standards.

There are two ways to maintain multiple LDRPS databases. If you need to send only plan structure and information back and forth, you can use Disbursement and Consolidation.

If you want to copy documents, customizations and Security settings in addition to plan information and structure, you'll need to use the Enterprise Manager. For details, see "Managing Remote Sites" on page 247.

How does disbursement set up remote plans?

Consider the ABC Corporation, with corporate headquarters in New York and a branch office in Los Angeles. Although the planners in Los Angeles can build, maintain, and print their own plans, the business continuity coordinator in New York first established corporate standards and pre-built some of the Los Angeles plans with common information.



First, she created standards for all plans by developing a plan structure (phases and plan names) for the entire organization. Then, she entered corporate-wide information like common vendors and customers.

Once this structure and information was in place, she disbursed it to share it with the Los Angeles office. When they received this information, they imported it into their

LDRPS database using Consolidation. This gave Los Angeles the corporate Plan Structure, ensuring that their plans were compatible with those built in New York. The plan information was also copied into their dictionaries, making it available to be assigned to plans.

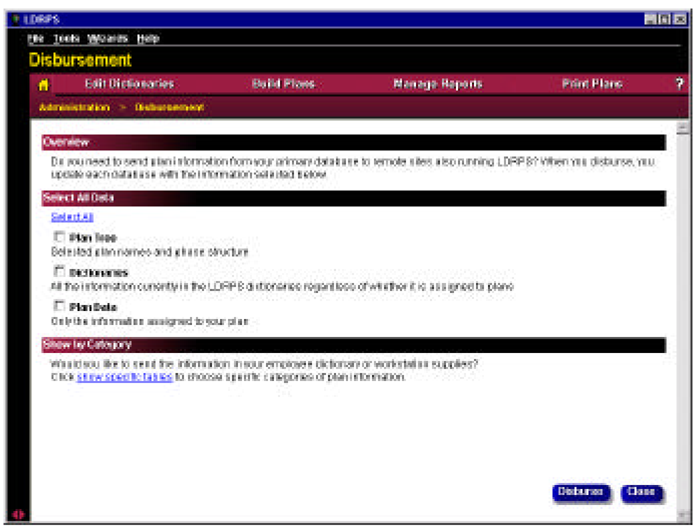
The plan builders at the Los Angeles then made additions, changes, and deletions to their LDRPS plans and disbursed only the changed records back to New York.

The offices disburse and consolidate regularly to keep the two databases in synch.

Selecting Information to Disburse

To begin, select Disbursement from the Administration screen.

The Disbursement screen summarizes what you can disburse -- plan structure, information in your dictionaries, and information assigned to plans. This screen is more comprehensive, so if you choose one of these options, LDRPS disburses all information in the plans you choose.



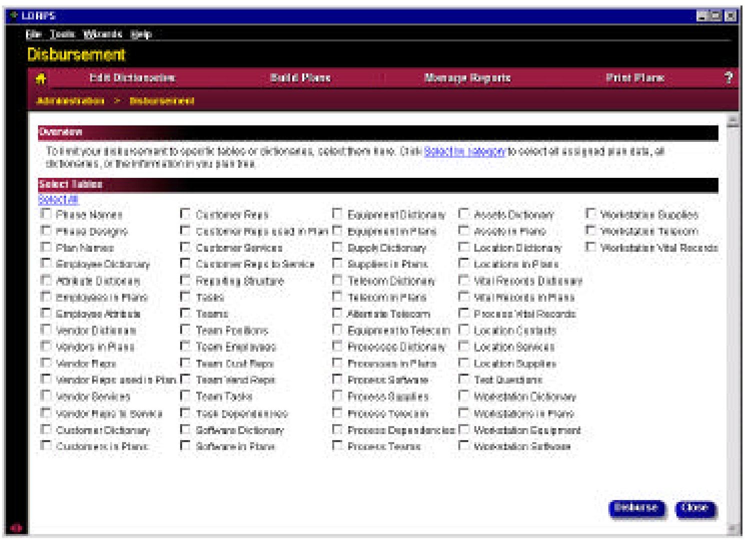
Here you can disburse all of your plan information. To limit the disbursement to just vendors, employees or other categories, click the Show specific tables link.

If you choose Select All, LDRPS disburses all the information in your dictionaries, all information assigned to your plans, and your entire plan tree (phase names, phase structure, and plan names).

If you select the Plan Tree or Plan Data options or click Select All, you'll need to select the plans you want the information to come from.

Choosing specific tables

If you want to limit the disbursement to specific categories of plan information, click on the "Show specific tables" link. The Select Tables screen opens.



This screen lets you select specific Edit Dictionary or Build Plans categories. You can also send your plan structure.

Check each category to disburse. This screen also lets you send specific parts of your plan structure (just plan names, phase names, phase structure or any combination of these).

To disburse plan data and features

1. On the Administration screen, click Disbursement.
2. Do one of the following:
   - Select the type of information to disburse.
   - Click Select All to disburse all plan data and phase structure.
   - Click Show specific tables to choose specific categories. On the Select Tables screen, choose each category.
3. Click Disburse.

4 If you select the Plan Tree or Plan Data options, select the plans to disburse from.

5 Select a directory and/or drive to store the Disbursement files.

6 Click OK. LDRPS disburses the plan information you selected to the destination you chose.

Keep in mind that to successfully disburse information from a field in an LDRPS database, the field in the other database must be the same size or larger. So it's very important to keep your customizations and other LDRPS setup consistent.

Copying Disbursed Information into Your Plans

Consolidation imports information disbursed from another site. It is typically used by a remote site to incorporate master plan data.

To consolidate plan updates

1 On the Administration screen, select Consolidation.

2 Do one of the following:

- Select the type of information to consolidate
- Click Select All to consolidate everything disbursed to you
- Click Show specific tables list to choose specific categories.

3 Click Consolidate.

4 Select the drive and path from which to import the disbursed file and click OK.

5 If you want to see progress after each category is consolidated, click Review.

6 Choose which reports you would like to see. Audit Reports show database records that were successfully added, changed, or deleted. Exception Reports show records that could not be added, changed, or deleted.

7 LDRPS imports the plan information into your database and displays the reports you have selected.

Upsizing and Downsizing the Database

If you are installing LDRPS Client/Server for the first time or are upgrading to Client/Server from a previous installation of LDRPS, you will need to upsize the LDRPS database. This copies LDRPS tables and places them in the correct structure for your database server.

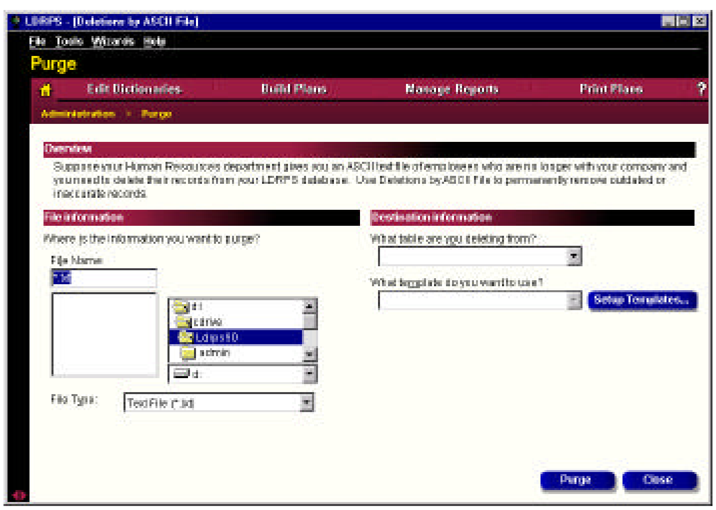
This wizard identifies the requirements before you upsize and walks you through it step by step. For details, see the *LDRPS Install Guide.*

When would I downsize?

Most often, you'll downsize a Client/Server database to an access database so you can run it on a laptop if your Client/Server database is disabled by a disaster.

Deleting Obsolete Records

As the LDRPS Administrator, you may need to clean up your database from time to time, deleting obsolete or invalid records. For example, suppose your Human Resources department gives you a file with a list of employees who are no longer with your company. You can use the file to delete the corresponding LDRPS employee records from your database.



You can use any of your existing import/export templates when finding records to delete.

The Deletions by ASCII File option lets you permanently delete outdated or inaccurate records through a batch process. It works a lot like the LDRPS Import function. But instead of importing the data from an ASCII text file into LDRPS, the Deletions by ASCII File utility locates and removes the LDRPS database records that match the records in the text file.

How does record matching work?

LDRPS locates "matching" records by comparing the default key fields in the LDRPS database with the corresponding fields in the data file you are using. For example, LDRPS compares the Employee ID to determine if the LDRPS record matches a record in your data file. The Employee record is considered a "match" only if this field is identical to the field in the data file.

You can use any of your defined Import/Export templates to remove matching records from the database. For example, if you created a template for importing employee records, you can use that same template for removing employee records. See “Building a Template” on page 209 for details.

To run Deletions by ASCII File

1. On the Administration screen, select Deletions by ASCII File.
2. Enter the name of the text file containing the data records that you want to delete from LDRPS.
3. Select the LDRPS data category that contains the records you want to delete.
4. Select a template to find matching records or click the Setup Templates button to create a new one.
5. Click Purge.
6. Select the reports you would like to view after records are deleted. You can see records that were successfully deleted (Audit Reports) and records that could not be matched and deleted (Exception Reports).

Sending a Shutdown Command

Generally, to perform LDRPS administrative tasks, you must be the only user logged into the LDRPS system. If a lot of people in your organization use LDRPS, it may be difficult to find a time when no one else is accessing the system. (You can find out who is logged in by selecting Show LDRPS Users on the Administration screen.)

When you send a shutdown command, users receive a message telling them to log off within the number of minutes you choose. After that time, anyone who hasn't shut down will be logged off automatically.

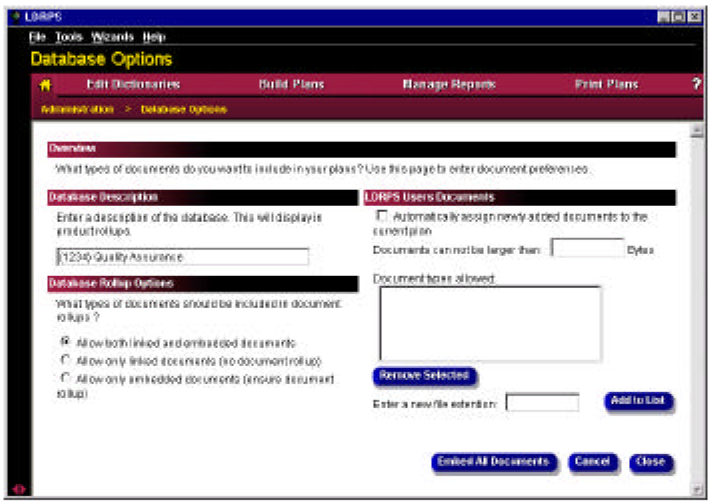
There is one exception to this rule. If a user is in the middle of an active process (such as importing or exporting data), the workstation *will not* shut down until the activity is complete.

To shut down LDRPS users

1. On the Administration screen, select Send Shutdown Command.
2. A window lists everyone using LDRPS. Select the user(s) you want to log off, then click Shut Down.
3. Enter the number of minutes to count down before logging the users off automatically, then click OK. LDRPS will notify users, giving them this amount of time to save their work and exit.
4. The LDRPS tells you which users have received the message and shows when they log off.

Setting Database Options

The Database Options screen lets users logged in as Superuser restrict what types of documents users can add to LDRPS plans and whether documents and reports should be stored inside the database or at an outside location.



If you know you will need to roll up documents and reports, click the Allow Only Embedded documents option.

In the first section of the screen, you enter a name to describe your LDRPS database. This helps you identify databases when using Enterprise Manager to perform roll ups.

The roll up options determine whether documents and reports are stored in the database or externally. This is important because documents must be embedded to be rolled up using the Enterprise Manager. (Note that you can change documents that are currently stored outside LDRPS by clicking the Embed All Documents button.)

What's the difference between embedded and linked?

Embedded means that documents and reports copied into and stored in the LDRPS database. If you make changes to the original, they don't apply to the LDRPS copy, so you should always edit them through LDRPS.

Linked means documents and reports are stored outside of LDRPS at an external location like a LAN. They exist independently of the LDRPS database, and LDRPS captures changes to them when you print your plans.

Storing documents and reports internally (embedding them) has several advantages:

- If you want to roll them up they must be embedded, whether you are using Enterprise Manager or Client/Server.
- It provides better security. No one can tamper with embedded files. You have to "check out" these documents and reports to edit them.
- Running LDRPS Web Server requires that documents and reports are embedded.

Storing a document or report externally (linking to it) also has several advantages:

- If multiple users need to access and edit it, it is widely available. (However, a possible drawback is that multiple copies of the document can be saved and be out of synch.)
- It can be maintained by departments that do not use LDRPS.
- If your LDRPS database becomes corrupt, you will not lose a linked document or report.
- It keeps the size of your LDRPS database down.
- It can make accessing these documents quicker.

Restricting Document Types

By default, LDRPS recognizes all document types. However, if you don't want to support certain word processors or want to enforce company standards, you can use this list to limit which documents users can add.

Suppose you company standard is for all documents to be written with a certain word processing program. Or suppose you have limited word processing software installed on your web server. When you enter document types in this list, only those formats will be allowed.

You can also restrict documents to those within a certain file size.

15 Writing and Sending Questionnaires

Why do I need LDRPS questionnaires?

Some companies build plans to include branch offices that don't have LDRPS installed. Maybe these are smaller locations that can't access their network. Even though they aren't running LDRPS, it's just as important for them to gather information about their critical employees, vendors, and customers, and requirements for software, equipment, and supplies.

In cases like this, you can use the Question and Answer (Q&A) Processor to create a questionnaire and send it to the branch office via e-mail. The staff there can then fill it out and return it, then you can import it into LDRPS with a few keystrokes. This way the branch office employees help to build a business continuity plan for their location.

Employees can complete these questionnaires on any PC. When they return their responses, you use the Q&A Processor to import the information into the LDRPS database and produce standard reports listing answers to the questions you asked.

You can re-send surveys periodically to have the recipients review and update the information, ensuring their plans are current and accurate.

In this chapter we'll discuss how to put these questionnaires together, send them to remote employees, and receive their answers.

What kind of information can I collect?

You can request two different types of information using the Q&A Processor: data entry screens and text questions.

- Data entry screens are copies of LDRPS screens that the recipients complete these just as if they were entering information in LDRPS. When they return the survey, you can import the information they entered in the fields on these screens.

  You can give the recipients a head start by sending these screens with some of the information already completed. Then they can add to or change this information. Most often, you'll use completed screens when re-sending the survey to ask them to review and update existing answers.

- If you need specific information not necessarily collected on an LDRPS screen, create text questions to gather it. For example, you could ask: "Would the loss of this resource interfere with providing services to customers? If so, how?" LDRPS offers 300 questions on a variety of subjects, and you can edit these or write your own as needed.

When you receive answers to text questions, LDRPS stores them in the database, and you can print reports to review them.

You can send text questions, data entry screens or both -- the content of your questionnaire is completely up to you.

Building Questionnaires

When you build your questionnaires, you'll decide who to send them to, what screens and questions they'll contain, and how you want them sent. If you have a large number of recipients, you can create a single questionnaire and duplicate it many times.

To get started, select the Administration icon from the LDRPS home page and click Q&A Processor. The Q&A screen lets you create and edit questionnaires, track whether they've been returned, and import the answers into LDRPS.

To create a questionnaire, click New.

Mass distribution vs. specific recipients

The first question you'll be asked is whether you want the questionnaire to go to a single person or several people. Here's what to consider before making that decision.

If you are writing specific questionnaires geared toward each branch office and you have one person assigned to gather plan information there, you'll want to send the questionnaire to a specific recipient.

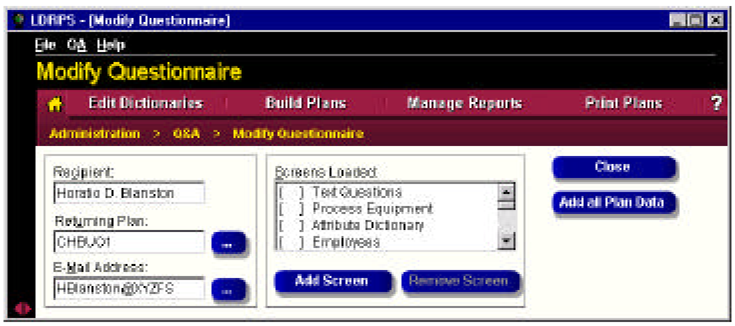
Are you writing a generic questionnaire to send to multiple branch offices? Or do you want to send the same survey to a number of employees at an office to collect the expertise of several people there? In these cases, you'll probably go with mass distribution.

Either enter the name of the single recipient or a general name (e.g., "Dallas") if you're sending the questionnaire to multiple people. This is used as a label to identify the questionnaire, but it will also default as the file name, which you can change.

You'll be asked to pick a directory to save the *.QNA file you create. Be sure to pick a drive on your PC or network, not the location where the questionnaire will be sent for the recipient. (We recommend that you save these files in QADisks directory created with the LDRPS setup.)

Once you save the file, the Modify Questionnaire screen opens. If the questionnaire is going to a specific recipient, you'll also need to select the plan that you will copy his answers into when you import them back into LDRPS. Most likely, that will be the specific plan you've created for that person's branch office.

If you plan on sending the survey by e-mail, enter the recipient's e-mail address. If you want to save the file on a network or diskette, which we'll discuss later, you won't need the e-mail address.



When building a questionnaire for a single recipient, enter his/her information. Mass distribution questionnaires don't need this level of detail yet.

For mass distribution questionnaires, this screen shows your master description. You won't need to enter any other information before choosing screens and text questions. You can fill in the recipient names and returning plans (the plans for which you are gathering information) once the questionnaires are returned.

Adding LDRPS Entry Screens to the Questionnaire

The entry screens you put on a questionnaire are replicas of the screens in LDRPS. Any customization that you did to the screens in LDRPS (for example, masking, changing field sizes, etc.) will also be on the questionnaire screens.

Another important point people sometimes miss is these screens show only what the person sending the questionnaire has security privileges to see. In other words, if you are blocked from viewing certain fields on an LDRPS screen through Security, those fields will not be visible on the screens included in any questionnaire you create under your user name.

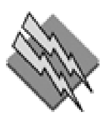
To include a screen in the survey, click on it in the Screens Loaded list, then click the Add Screen button.

How do I include data on the entry screens?

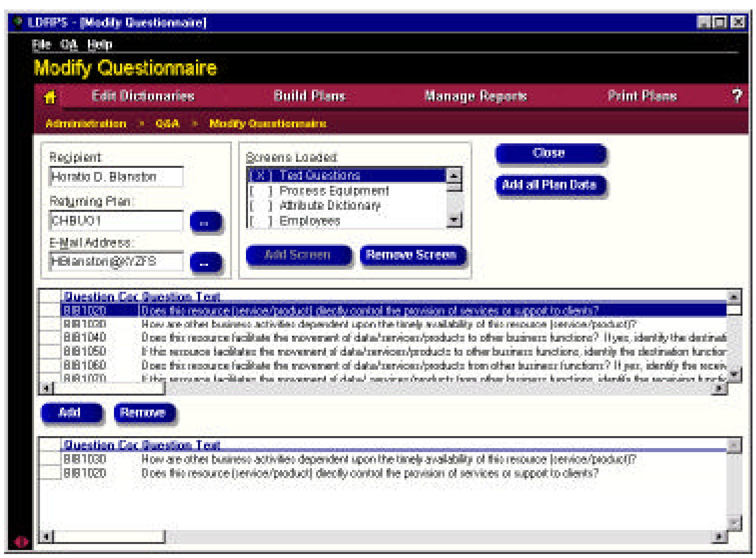
Suppose your plan for the branch office already contains names and addresses for all employees working there. You can include this information on the entry screens so the questionnaire recipient can review and update it rather than starting with a blank screen for each employee.

When you add a screen to the questionnaire, the bottom of the screen expands to show two lists: all records assigned to that plan, and those included in the questionnaire. You can remove records from the questionnaire by highlighting them in the lower list and clicking the Remove button.

When you click the Add all plan data button, LDRPS searches the plan named in the Returning Plan field and copies all matching records into the questionnaire. This means that the questionnaire will contain a completed screen for each record, and the recipient can scroll through these records just like you would in LDRPS.



Alert: When you prepare a questionnaire for mass distribution instead of a single recipient, you can include data only for the attributes and tasks dictionaries, as well as Text Questions.



Selecting Text Questions in the Screens Loaded list shows available and selected questions.

Adding Text Questions to the Questionnaire

To include questions, select “Text Questions” in the Screens Loaded list and click the Add Screen button. The bottom of the screen expands to show two lists: all available questions, and those included in the questionnaire. You can remove questions from the questionnaire by highlighting them in the lower list and clicking the Remove button.

Questions display alphabetically by question code.

To create a questionnaire for a specific recipient

1. On the Q&A Processor screen, click New.
2. Select Single recipient and enter that person’s name.
3. Save the *.qna file in the QADisks directory on your PC.
4. Select the name of the plan for which you want to gather data with this questionnaire.
5. If you are sending this questionnaire via e-mail, enter the appropriate e-mail address.
6. In the Screens Loaded list, highlight the screen you want to add, then click Add Screen. Use the Add and Remove buttons to change what data to include. (Use the Add all plan data button to include all information in the selected plan).
7. To include questions, select Text Questions in the Screens Loaded list and click Add Screen. Select the questions you want to include and click the Add button.
8. When you are finished adding screens and questions, click Close. LDRPS will create the questionnaire with all the screens and data you selected. The Q&A log will be updated with information about the new questionnaire.

To create a questionnaire for mass distribution

1. On the Q&A Processor screen, click New.
2. Select Mass Distribution and enter a description of your recipients (e.g., “Dallas”).
3. Save the *.qna file to the QADisks directory on your PC.
4. In the Screens Loaded list, highlight the screen you want to add and click Add Screen. (You can send all data in the selected plan by clicking the Add all plan data button).

5 To include questions, select Text Questions in the Screens Loaded list and click Add Screen. A list of text questions will display in the Available Data list box (the top box).

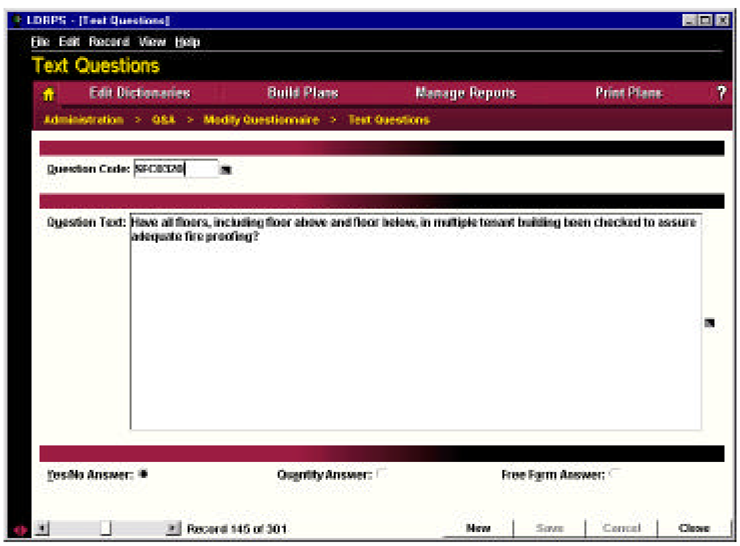
6 Select the questions you want to include in the questionnaire and click Add.

7 When you are finished adding screens and questions, click Done. LDRPS will create the questionnaire with all the screens and data you selected. The Q&A log will be updated with information about the new questionnaire.

Writing New Questions

When building your questionnaire, you can ask any type of question you want. Remember that questions should be written to collect information you wouldn't otherwise get through LDRPS screens. It's a good way to get an overall picture of operations and vulnerabilities at the branch office.

To get started, select Define Text Questions from the QA menu. The Text Questions screen opens.



LDRPS comes with 300 pre-written questions, but you can write new ones as needed.

Each time you create a question, LDRPS automatically generates a question code, but you can overwrite this code and use your own method if you like. Using your own code is a good idea because it helps you to put similar questions into categories. For example, you could use the TRN**** to begin all questions dealing with training.

The Question Text box will accept an unlimited number of characters, so you can make your question as long as necessary. But keep in mind that shorter questions that get to the point may be better if your recipients have many questions to answer. If you've ever filled out a long questionnaire you probably didn't like having to do a lot of reading.

Selecting the Type of Answer

At the bottom of the screen you'll notice three options that let you choose what kind of answer you want -- yes/no, a number or amount, or free-form text. Free form answers may be a word, a sentence, a paragraph, or multiple paragraphs. If you want more information, the free form answer is the way to go, but keep in mind that the more of these you have, the longer it will take the recipient to complete the questionnaire.

Tip: Use the Spell Checker on the Edit menu to catch spelling mistakes in your questions before including them in a questionnaire. For more information on the Spell Checker, see "Spell Checking Your Entries" on page 79.

To create a text question

1. On the Modify Questionnaire screen, select QA > Define Text Questions. The Text Questions screen opens.
2. Click New.
3. Accept the generic question code or change it as needed.
4. Enter your question in the Question Text box.
5. Select the type of answer you expect for this question.
6. Click Save. LDRPS will save your new question and add it to the LDRPS knowledge base of text questions.

Sending Questionnaires

Once questionnaires are complete, you can send them to recipients via e-mail or save them to a network or diskette they can access. On the QA Processor screen, select the questionnaire, then click Send.

Select the method you prefer. For network or diskette, you'll need to specify the file name and drive. For e-mail recipients, the recipient's address defaults from the Modify Questionnaire screen. You can enter a subject and any message to include with the file. (Additional rules for sending via e-mail follow.)

You'll be asked if the recipient has previously used and installed a questionnaire. Even if you're sure he has, it's typically a good idea to answer No to this question. This makes sure the recipient always gets a copy of the Q&A Program needed to run the questionnaire on his PC.

Sending Questionnaires via E-mail

You can send a questionnaire via any MAPI compliant e-mail system. Just enter the recipient's e-mail address on the Modify Questionnaire screen. If your system is MAPI compliant, then it will automatically attach the Q&A questionnaire to the e-mail message.

If my e-mail system isn't MAPI compliant, what can I do?

First send the questionnaire to a network directory, then attach that *.qna file to an e-mail message.

Alert: Be sure to send the questionnaire to a different directory than where you created it. If you attach the questionnaire you created to an e-mail without sending it to a network drive first, it *will not* include the Q&A Program the recipient needs to run the questionnaire.

How do recipients open and complete the questionnaire?

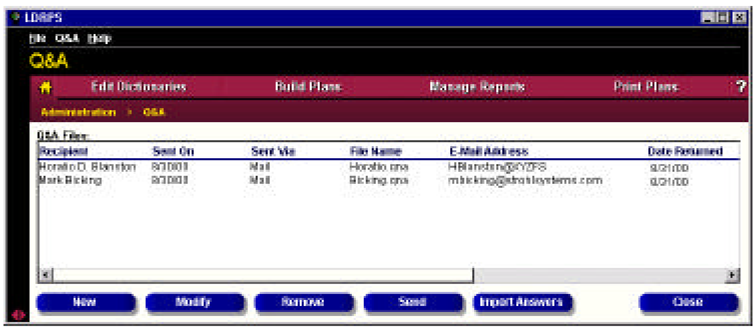
To answer the questionnaire, recipients will either open the e-mail you've sent them or will look in the directory or diskette where you have saved the questionnaire (*.qna) file.

If the recipient hasn't installed the Q&A Program before, double clicking the QA.exe file installs the program in the Strohl subdirectory on his PC. If the user has installed this program before, the questionnaire opens automatically.

Following the instructions on screen, the recipient should complete each screen and question. When finished, he should contact you so you can import the answers back into LDRPS. In the next section we'll discuss how to run this import.

Tracking Questionnaires

The Q&A screen lists all the questionnaires you have created and shows when they were sent. If the questionnaires were returned, the log also shows when responses were imported into LDRPS.



This screen tells you when the questionnaire was sent and whether it has been returned.

You can delete a questionnaire from this list by highlighting it and clicking the Remove button.

Importing Answers into LDRPS

Once you have received completed questionnaires, the next step is to import them to copy the information they contain into your plans. Data from entry screens is copied directly into the LDRPS database, and answers to text questions can be read through standard reports discussed later.

When a recipient lets you know he has completed a questionnaire, you'll use the Import button on the QA Processor screen to bring the answers into LDRPS. If the questionnaire was sent via e-mail, he should mail the completed file back to you and you should extract it. If it was saved on a network drive, you can import the answers directly from that file.

After the import, LDRPS creates Audit Reports to show which records were successfully added, changed, or deleted. You can also view Exception Reports, which show which records could not be added, changed, or deleted because of a problem.

To import a questionnaire from a single recipient

1. On the Q&A Processor screen, click Import Answers. The Import Answers dialog box opens.
2. Select the file name and location of the questionnaire (*.qna file). This should be the file name you gave the questionnaire when you created it and the destination to which you sent it. (If the questionnaire was distributed by e-mail, extract the .qna file.)
3. Click OK. LDRPS will automatically import data entry screen information into the LDRPS database and will transfer all answers to text questions.
4. Select which reports you would like to view. (See “Printing Text Question Reports” on page 246.)

To import answers from a mass distribution questionnaire

1. On the Q&A Processor screen, click Import Answers.
2. Select the .qna file to import.
3. Enter the name of the recipient who completed the questionnaire.
4. In the Select a Returning Plan box, choose the plan you want to copy the questionnaire data into.
5. Save the questionnaire with a unique file name in the New Questionnaire box. If additional information is required, the questionnaire (with responses) can be sent back to the recipient.
6. Select the desired report(s) to run for the imported questionnaire responses.

Printing Text Question Reports

LDRPS includes three standard reports with information about Q&A text questions and their answers. To view these reports, select QA > Text Question Reports from the Modify Questionnaire screen. You can print the following reports:

- *Text Questions by Question Code* is an alphabetical list of all text questions available in the Q&A Processor. This report lets you select from the available questions without having to scan through them online.
- *Responses to Text Questions by Recipient* is an alphabetical list of each recipient's answers to the text questions in their questionnaire. You can print either the responses of one recipient or of all recipients. LDRPS will ask you to enter the name of the recipient whose answers you want to print. If you want to print all recipients' answers, leave the field blank.
- *Responses to Text Questions by Question Code* lists the answers to the text questions sent with a questionnaire through the Q&A Processor. The information is printed in numerical order by Question Code.

You can save these reports as word processing files and add them to your plan as documents.

16
Managing Remote Sites

When your company has multiple sites running LDRPS, you're faced with several challenges. The first is to make sure that everyone in your organization builds their plans the same way, using the same plan structure, naming standards, customizations, and security. Once you've done that, you need to guarantee that all sites have the most current plan information, and that you receive regular updates to account for any changes that are made along the way.

Most of the time that means one person at your primary headquarters, or "master" site, will be assigned to define these standards and oversee moving plan information back and forth between that location and your branch offices ("remote" sites). We call that person the regional administrator.

For example, the regional administrator for Omni Enterprises, based in Philadelphia, is responsible for defining company planning standards and managing remote sites in Denver and Los Angeles. The Philadelphia database contains the plans for all three sites, and the Denver and Los Angeles locations will be responsible for building and maintaining plans assigned to them.

He began by setting up the master database in Philadelphia with phase and plan structures, Security access, and customizations. Then he used Enterprise Manager to send these changes to the remote sites, making their databases consistent. This is called "rolling down".

As Denver and Los Angeles make changes to their plans, he uses Enterprise Manager to copy, or "roll up", their updated plan information to the master database in Philadelphia.

In this chapter we'll discuss how to set up your databases and keep plan information current throughout your organization. This chapter will walk you through defining master and remote sites, rolling down from the master database, and rolling up from remote sites.

How will we use Enterprise Manager?

Well, that depends on how you're using LDRPS. If your organization has been running LDRPS for some time and you already have set up your databases, chances are you'll use Enterprise Manager almost exclusively for roll ups, periodically copying plan updates from your remote sites to the master database.

If you are new to LDRPS and are setting up databases for your organization, you'll use Enterprise Manager for much more.

Before opening Enterprise Manager, you'll define plan structures and the top level plan names for your organization. You'll also customize LDRPS (adding fields to screens, changing field names, etc.) as needed, add documents and custom reports, and define system security.

Next you'll use Enterprise Manager to establish this database as your master location. Then you'll define your remote sites, specifying the plans they will build, what information to roll back up to the master database, and when these plan roll ups will take place.

Once the remote sites are established, you'll roll down your master database to the remote sites. This gives them the same phase structure, customizations, and security and assigns them the plans you want them to build.

Later, as the remote sites build their plans, you'll roll up this updated information to keep the master database current. You decide whether to do this on a regular schedule or on demand.

Why should I use Enterprise Manager when I can disburse and consolidate?

Well, Disbursement and Consolidation let you send dictionary records, plan assignments, and your plan tree structure back and forth between databases. Enterprise Manager does that too, but it also lets you send security settings and customizations. And it captures objects (pictures, floor charts, telecommunications diagrams, etc.) and all types of files stored in a database, such as custom reports, documents, and project schedules.

It's more powerful option that takes you beyond information sharing. It gives your regional administrator full control over all your LDRPS locations.

Who can manage databases with Enterprise Manager?

Anyone who is set up as a regional administrator through LDRPS Security. A regional administrator can view and define security accounts, file security, etc., for all remote databases rolling into the master database. He also can access the plans assigned to all remote databases once they have been rolled up into the master database.

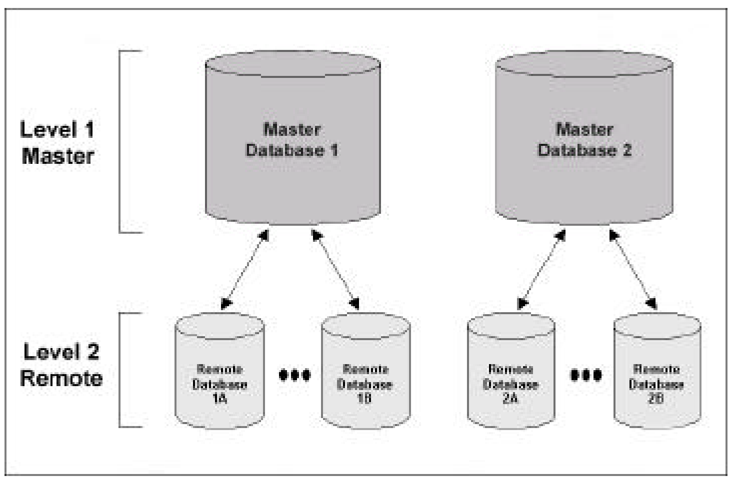
Only Superusers can assign a regional administrator. You can assign as many as you want, but it is unlikely you'll have more than one.

To name a regional administrator

1. Log in to LDRPS as Superuser.
2. On the LDRPS home page, select Security.
3. In the Security tree, select the user who you want to be a regional administrator.
4. In the Special Functions area, click on the Regional Administrator option.
5. Click Save.

Other people can use Enterprise Manager but can't set up master and remote databases. For example, users at the remote sites will use Enterprise Manager's Transport Utility, which we'll discuss later.

Setting Up Master and Remote Sites



Typically, companies with multiple locations using LDRPS can be viewed in terms of *master* and *remote* databases. Master sites are usually company headquarters or primary locations that maintain a centralized business continuity program that includes their plans and the plans of the remote sites below them.

Remote sites generally are your branch offices. Each site maintains only the specific plans for that location.

In this illustration, each database represents an LDRPS installation, and the arrows show how LDRPS information can be shared. Each database is assigned a unique serial number.

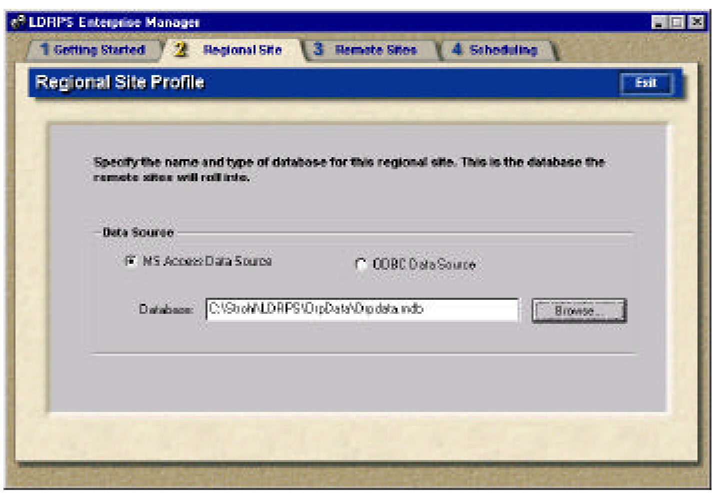
For Enterprise Manager to work correctly, all sites must be running the same release of LDRPS, and all should have the same phase structure. You'll ensure that all databases have the same phase structure and customizations when you roll down the master database to the remote sites.

Defining the Master Site

The master database can be used for normal LDRPS plan building, but it also contains all the information stored in the remote databases located below it. There can be multiple remote databases under a single master database.

When plans are rolled up from a remote site to the master site, they completely replace the corresponding plans in the master site.

To begin, open Explorer and double-click on \Strohl\Ldrps\EntMgr\EntMgr.exe. The Enterprise Manager opens. All you have to do to establish a master site is pick the correct database on the Master Site Profile tab. If you're using LDRPS Client/Server, select an ODBC database source. Otherwise, choose the correct Access database.



You can use either a Microsoft Access or ODBC database for your master site. You'll "roll up" information from the remote locations into this database.

To select a data source for a master site

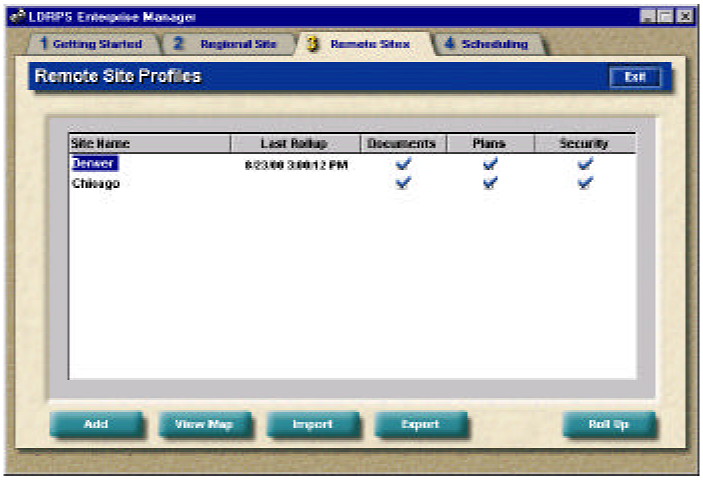
1. On the Master Site tab, select whether you are using an Access or ODBC database.
2. Click Browse and select the database. Click OK.
3. If you chose an ODBC database, enter your ODBC user name, password, and any additional information requested. See your data source manual for additional information.
4. Click OK.

Defining the Remote Sites

Once you've defined the master site, you'll set up a profile for each of the remote locations under your master database. These profiles specify:

- the name and location of each remote site,
- the data source for each site (MS Access or ODBC database),
- the information (tables) that should be rolled up, and
- the plans "owned" by each remote site. (This guarantees that no other remote site can overwrite changes a site makes to its plans.)

A remote database contains only the information entered at that site or information explicitly sent to it from the master database. You can assign a plan to only one remote site.



List view shows all remote sites and tells you when they were last rolled up. Right click on a site to choose what information and features to roll up.

You'll use the Remote Sites tab to add, revise, and move remote sites. You can work in List view, which includes a row of information for each remote location, or Map view, which shows pins to indicate the location of each remote office.

In Map View, click the right mouse button on the selected site pin to define or move it.

To change the map, replace map.bmp with a map file of your choice.

Can I change this map?

Yes, you can use whichever map you prefer, as long as you have it saved as a bitmap file. Suppose all of your locations are in a three-state area, and you want to use a more detailed map showing only those states. You can replace this default map by naming your file Map.bmp and renaming the original Map.bmp. (You'll find it in the same directory as the Enterprise Manager program.)

We urge you to keep a copy of the original map provided by the Enterprise Manager in another directory, in case you need it in the future.

Adding Remote Sites

In either view, click the Add button to begin defining remote sites. You can add an existing site or use the New Site Wizard to create a new remote location.

To create a new remote location, choose Initialize New LDRPS Installation. This wizard is designed to help you set up new LDRPS installations that do not already have plans defined. This option automatically sends phase structures, customizations, and data to the remote site. Someone at the remote site then runs the Transport Utility (TRNSPORT.EXE) to initialize the database there.

To create new remote sites

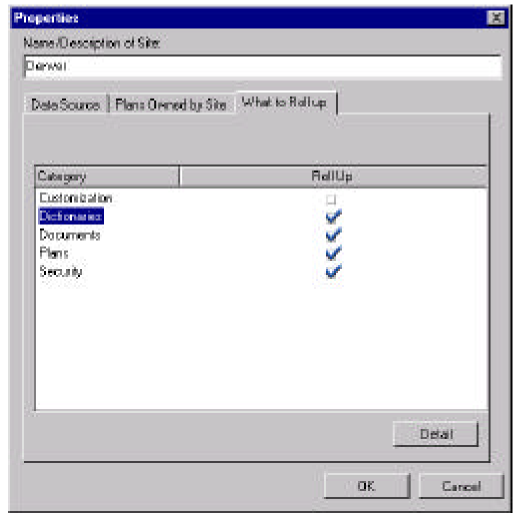
1. On the Remote Sites tab, click the Add button.
2. Select Initialize New LDRPS Installation. The New Site Wizard opens.
3. Enter the name and serial number of the new site, along with all other requested information.
4. Complete the wizard to send the master database to the remote site.
5. Contact the remote location and have a user there run the Transport Wizard to import the database. See "Requesting Roll Ups from the Remote Site" on page 262 for details.

Setting up Existing Remote Sites

If your remote sites already have LDRPS plans built and you simply want to set them up so they can roll up plan information, select Add Existing Site. On the Properties window, enter a description of the remote site and select the data source. Again, for LDRPS Client/Server this will be an ODBC database; otherwise, it will be an Access database.

If you're on a direct connection and you want to run scheduled roll ups, select the automatic roll ups option.

The Plans Owned by Site tab displays the master database plan tree. Select the plans you want the remote site to build.



Finally, on the What to Roll Up tab, select the LDRPS areas to copy from the remote site. If you highlight an option and click the Detail button, you can select specific categories. For example, if you want to roll up just the Employee dictionary records, select Dictionaries, click the Detail button, and check only the Employees category.

Keep in mind that, in most cases, you will not want to roll up customizations. More often you'll customize the master database and roll these changes down to maintain consistency.

To set up existing remote sites

1. On the Remote Sites tab, click the Add button.
2. Select Add Existing Site.
3. On the Properties window, enter the name of the remote location.
4. On the Data Source tab, specify whether you want to use a Microsoft Access or an ODBC database.
5. Click Browse to select a database.
6. Click on the Plans Owned by Site tab and select the plans that the remote site is responsible for maintaining. (Enterprise Manager rolls up only these plans.)
7. Click on the What to Roll Up tab. Do one of the following:
   - Select areas in the list to roll up ***all*** data tables in each selected area.
   - Highlight an area and click the Details button to limit the roll up to specific categories only.

8 Click OK. The Remote Sites map displays with the cursor changed to a flag.

9 Click the spot on the map where the remote site is located. A site pin appears.

To move or remove remote sites

1 On the Remote Sites tab, switch to Map View.

2 Right-click on the site you want to move or delete.

3 Do one of the following:

- Select Move. The cursor changes to a flag. Drag it to the new location on the map.
- Select Remove and confirm that you want to delete it. All settings for the site are deleted.

Using a Central Repository Database

Some companies may have a more complex database structure, with more levels than described in the previous example. For instance, you may require that multiple master databases share information in a top-level central repository database.

If you have multiple master sites, you may want to set up this central repository database to coordinate the information in the master databases. If you have only one master site, you will not need a central repository.

The central repository will contain all plans in the entire corporation. All the master sites roll their databases to the central repository database, copying all information from the remote locations.

This database is for storage only. You won't change the plan information in it, and you won't roll down from it. (If you send information to the master sites from the central repository, it will be overwritten when they roll up their remote site databases.

To set up a central repository database

1 Install another copy of Enterprise Manager at a location to which you will roll up multiple master databases.

2 Add your master databases as remote sites.

3 Roll up the master sites into the central repository.

Direct vs. Indirect Connections

With Enterprise Manager, you can roll up changes from remote databases regardless of whether your sites are linked by a direct or indirect connection. With direct connections, the master database running Enterprise Manager is connected to the remote databases via a mapped network. With indirect connections, the remote databases must be sent to the master site manually via e-mail or diskettes.

Your type of connection determines how roll ups can take place. Regional administrators for organizations with direct connections will primarily schedule regular roll ups that import the specified information from the remote sites and update the master database automatically.

With indirect connections, you can send database changes through other means like e-mail or diskette.

Next we'll discuss how to send information back and forth between databases, whether your connection is direct or indirect.

Rolling Down Master Databases

Rolling down sends information in the master database to the remote sites. It lets a regional administrator manage the content of remote databases without leaving the master site. He can establish company planning standards and share LDRPS features like customizations and Security definitions.

Rolling down also helps you avoid having to perform duplicate entry at your various remote sites. For example, if you customize fields in your master database, you won't have to re-do these changes at the remote sites. You simply roll down the customizations, which are merged automatically into the remote databases.

To roll down effectively, you must carefully coordinate the work in your various databases. If more than one user at your master site has regional administrator privileges, be sure to work together to avoid losing changes.

The master site database can be rolled down to remote sites as needed using the Export Wizard.

Using the Export Wizard

The Export Wizard sends plans down to a remote site, updates remote site Security, and distributes customized fields and masking to the remote databases. This eliminates the need to enter these customizations at each site.

If you have a direct connection, the wizard sends the database directly to the remote site. Otherwise, you can send it through your e-mail or save it to diskette. You decide what LDRPS information (plans, dictionaries, etc.) should be sent to the remote sites.

Alert: The Export Wizard is an extremely powerful tool that will replace the specified plans in the remote location database. Be extremely careful when using it. Always decide carefully what to roll down and when to do so, and be sure to back up your databases until you are familiar with how this tool works.

Receiving roll downs

If the master database is rolled down directly, the remote databases are updated automatically. If it is sent via e-mail or diskette, a user at the remote site must run the Transport Wizard (Transport.exe) to copy the information into the remote LDRPS database.

When the regional administrator rolls down the master database, the remote sites receive a file called DRPDATA.EMT. If he has not already done so, the person receiving the file must run the 32-bit LDRPS Workstation Setup program. He can then launch the Transport Wizard automatically by double-clicking it in Explorer or opening it in the e-mail program.

Tip: It's a good idea to contact someone at the remote site to ensure that they received the database and merged it successfully.

Example: Rolling down security settings

When you roll down, you decide what information and changes to send. The following example shows how to update Security settings at existing remote sites.

To update the Security information for a remote site

1. Roll up the remote database(s) to make sure that the master database contains all current LDRPS information.
2. Log into LDRPS using an account defined as a regional administrator.
3. Open Security and select the remote database in the Security tree.
4. Make changes to Security information as needed (adding, changing, and deleting LDRPS users, changing access, etc.).
5. Open Enterprise Manager.

6. Click Export. When the wizard runs, specify that you want to roll down Security information.
7. One of the following occurs:
   - If the remote site is connected directly, the remote database is updated automatically.
   - If the remote site is connected indirectly, the Transport Utility launches when the user receiving the database double-clicks the file.
8. The Security settings at the remote site are replaced by the settings you roll down.

Rolling Up Remote Databases

Rolling up copies information from the remote databases and merges it into the master database. Once remote plans are rolled up, the regional administrator can view, edit, and print any plan that was rolled up.

This also effectively turns the master site into a “backup location” from which remote users can access their plans if a business disruption disables their location. For example, suppose a remote site in Baltimore rolls up all of its Security definitions to the master database in Philadelphia. If a business disruption occurs at the Baltimore site, those users will be able to access their database from the Philadelphia office.

What happens when I roll up?

Let’s look at how Enterprise Manager handles rolling up each type of LDRPS change to the master database.

Dictionaries	Only dictionary records that are assigned to plans are added to or updated in the database. Changes to dictionary records are rolled up, but deletions are not.
Plan-specific information	Only changes to the plans a remote site owns are rolled up from that site. This ensures that other sites cannot overwrite a site’s specific plan information.
Security	Security information replaces security previously rolled up from that database.

Product customizations	Customizations to the master site database override changes made in other databases.
Phase structures	It is critical that all databases involved use the same phase structures. Otherwise, you will not be able to roll up plans, because doing so could cause database corruption. If the remote site's plans do not appear in the master site's plan tree, you must run Disbursement from the remote database and Consolidation from the master database to merge all of the remote site's phases and plans into the master database.
Documents and reports	Documents and reports must be embedded in the LDRPS database to be rolled up. Embedding stores the documents and reports in the LDRPS database.

To embed all LDRPS documents

1. Log in to LDRPS as Superuser.
2. On the LDRPS home page, click Administration.
3. On the Administration home page, select Database Options.
4. In the Database Rollup Options frame, click Allow only embedded documents.
5. Click the Embed All Documents button.
6. Click Close.

Why are there different ways to roll up?

Because Enterprise Manager works with both direct and indirect connections. If your company has a direct connection, the Regional Administrator will launch the roll ups, either on demand or according to a schedule he establishes.

If your company has an indirect connection, the Regional Administrator will direct someone at the remote site to launch the Transport utility to roll up databases. Once the roll up is received, the Administrator will run the Import wizard at the master site to merge the remote database changes.

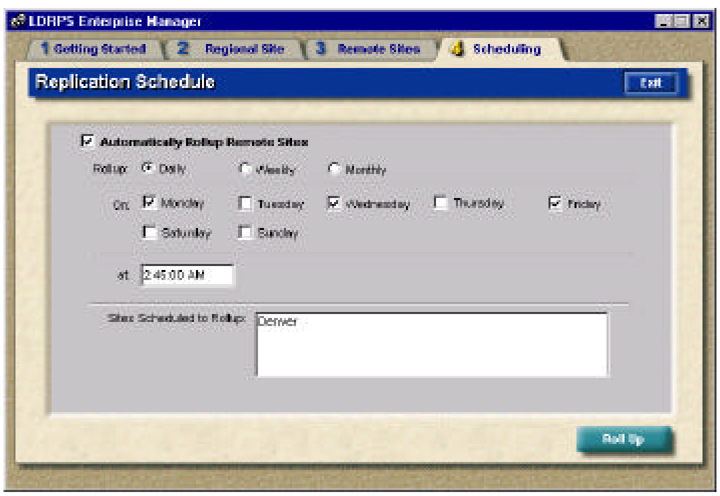
Scheduling Roll Ups

When running Enterprise Manager in an LDRPS organization with a direct connection, you can roll up databases manually or schedule roll ups at specified intervals. You specify when roll ups occur using the Scheduling tab.

Be careful about scheduling the Enterprise Manager, since it starts automatically. Schedule during off-peak hours -- do not perform roll ups when processes like nightly backups are taking place.

Note that the Enterprise Manager must be running or installed on a Windows NT server as a system service at the date and time when the roll up is scheduled to begin. If it is not running, the scheduled roll up *will not* take place.

For more information on installing Enterprise Manager as a Windows NT service, see the Enterprise Manager Setup Program.



If you want to roll-up automatically, here you'll specify when and how often.

Use the Scheduling tab to specify whether you want to roll up daily, weekly or monthly. Base this decision on how frequently users at the remote sites are updating their plans.

Enter the time when roll ups should begin. Daily roll ups will take place on the specified day(s), at the time indicated. Weekly roll ups will take place once each week on the specified day, at the time indicated. Monthly roll ups will take place once each month on the specified day, at the time indicated.

Rolling Up on Demand

You can run roll ups at any time, even if you have scheduled them. This is useful when a remote site has made substantial changes but the next roll up is not scheduled to occur immediately.

Alert: Aborting the roll up may create invalid or incomplete information in your database. Be sure your databases are ready to roll up before starting this process. Your database will be unreliable until you roll up fully.

To start manual roll ups

1. On the Remote Sites or Scheduling tabs, click Roll Up. The Select Sites window opens.
2. Click the Rollup check box for each site you wish to roll up.
3. Click OK.
4. If the remote site uses an ODBC database, select the data source to which to connect.
5. A messages shows the progress of the roll up.
6. Once the roll up is complete, a log displays in the notepad. This file provides a record of the categories updated.

Requesting Roll Ups from the Remote Site

If you're running an indirect connection, automatic roll ups are not available. Instead, users at a remote location send a copy of the remote database using the Transport Wizard (TRNSPORT.EXE). This sends all information that site maintains.

The regional administrator should determine when the remote sites need to send copies of the remote databases to the master site. This will vary according to the needs of your organization and how often changes take place at the remote sites.

The person running this wizard will send the compressed database file (DRPDATA.EMT) as an e-mail attachment or on a diskette. There are two things to keep in mind before using this utility. First, be sure to run the 32-bit Workstation Setup before running it. And be sure to log off LDRPS.

Once the database file is received at the master site, the regional administrator must run the Import Wizard to merge the remote database.

Importing Changes Sent from a Remote Database

The Import Wizard merges a database received from a remote site into the master database. You can specify which information contained in the remote site database to roll up, and can exclude certain information if necessary. For example, you could opt to copy all plan updates but exclude Security changes, since the master database will override any Security update.

To roll up when using an indirect connection

1. Have a user at the remote site run the Transport Utility (STROHL\LDRPS\TRNSPORT\TRNSPORT.EXE) to send a copy of the remote site database to the master site.
2. After you receive the remote database, open Enterprise Manager.
3. On the Remote Sites tab, click the Import button.
4. Follow the instructions to select the database and specify the information to import. The wizard merges the remote database into the master database.

Enterprise Manager log

Each time you use the Enterprise Manager to roll up or roll down, you will receive a log of the data that was copied into each of your databases. This log serves as an audit trail of data that was updated.

Appendix: Sample Reports

This appendix contains a sample of each LDRPS standard report. For more information on creating, editing, and printing reports in LDRPS, see “Managing LDRPS Reports” on page 85 or the Crystal Reports online help.

Assets

- Assets by Department
- Assets by Description
- Assets by Tag Number
- Assets by Vendor
- Assets Dictionary
- Assets Summary

Assets by Department
Response Phase
300 Valley Drive

Omni Enterprises
Business Continuity Plan
Origination Date 2/16/98

Broker Services

Overhead Lamp (10030)

Serial #	FR-7488	Date Purchased	11/4/96	Current Value	42
Ownership	Facilities	Product #	5542	Salvage Value	12
Quantity	0	Depreciation Rate	34	Insurance Value	35

Requirements Over Time

Day 1: 0 *Day 2:* 0 *Day 3:* 0 *Day 4:* 0
Day 5: 0 *Week 2:* 0 *Week 3:* 0 *Week 4:* 0

Income Process

Calculator (10006)

Serial #	1234-51	Date Purchased	12/1/97	Current Value	14
Ownership	Finance	Product #	CS-2606	Salvage Value	5
Quantity	0	Depreciation Rate	21	Insurance Value	12

Requirements Over Time

Day 1: 0 *Day 2:* 0 *Day 3:* 0 *Day 4:* 0
Day 5: 0 *Week 2:* 0 *Week 3:* 0 *Week 4:* 0

MIS

Desk - Cherrywood 3' x 6' (10049)

Serial #	76-PO66	Date Purchased	2/17/95	Current Value	470
Ownership	Facilities	Product #	12099	Salvage Value	50
Quantity	0	Depreciation Rate	9	Insurance Value	300

Requirements Over Time

Day 1: 0 *Day 2:* 0 *Day 3:* 0 *Day 4:* 0
Day 5: 0 *Week 2:* 0 *Week 3:* 0 *Week 4:* 0

Terms and Trans

File Cabinet (10027)

Serial #	12-GS55	Date Purchased	1/3/94	Current Value	92
Ownership	Facilities	Product #	555332	Salvage Value	23
Quantity	0	Depreciation Rate	23	Insurance Value	68

Requirements Over Time

Day 1: 0 *Day 2:* 0 *Day 3:* 0 *Day 4:* 0
Day 5: 0 *Week 2:* 0 *Week 3:* 0 *Week 4:* 0

Assets by Description
Response Phase
300 Valley Drive

Omni Enterprises
Business Continuity Plan
Origination Date 2/16/98

Calculator (10006)

Department	Income Process				
Serial #	1234-51	Date Purchased	12/1/97	Current Value	14
Ownership	Finance	Product #	CS-2606	Salvage Value	5
Quantity	0	Depreciation Rate	21	Insurance Value	12

Requirements Over Time

Day 1 0	*Day 2* 0	*Day 3* 0	*Day 4* 0
Day 5 0	*Week 2* 0	*Week 3* 0	*Week 4* 0

Desk - Cherrywood 3' x 6' (10049)

Department	MIS				
Serial #	76-PO66	Date Purchased	2/17/95	Current Value	470
Ownership	Facilities	Product #	12099	Salvage Value	50
Quantity	0	Depreciation Rate	9	Insurance Value	300

Requirements Over Time

Day 1 0	*Day 2* 0	*Day 3* 0	*Day 4* 0
Day 5 0	*Week 2* 0	*Week 3* 0	*Week 4* 0

File Cabinet (10027)

Department	Terms and Trans				
Serial #	12-GS55	Date Purchased	1/3/94	Current Value	92
Ownership	Facilities	Product #	555332	Salvage Value	23
Quantity	0	Depreciation Rate	23	Insurance Value	68

Requirements Over Time

Day 1 0	*Day 2* 0	*Day 3* 0	*Day 4* 0
Day 5 0	*Week 2* 0	*Week 3* 0	*Week 4* 0

Overhead Lamp (10030)

Department	Broker Services				
Serial #	FR-7488	Date Purchased	11/4/96	Current Value	42
Ownership	Facilities	Product #	5542	Salvage Value	12
Quantity	0	Depreciation Rate	34	Insurance Value	35

Requirements Over Time

Day 1 0	*Day 2* 0	*Day 3* 0	*Day 4* 0
Day 5 0	*Week 2* 0	*Week 3* 0	*Week 4* 0

Assets by Tag Number
Response Phase
300 Valley Drive

Omni Enterprises
Business Continuity Plan
Origination Date 2/16/98

Calculator (10006)

Department	Income Process				
Serial #	1234-51	Date Purchased	12/1/97	Current Value	14
Ownership	Finance	Product #	CS-2606	Salvage Value	5
Quantity	0	Depreciation Rate	21	Insurance Value	12

Requirements Over Time

Day 1 0	*Day 2* 0	*Day 3* 0	*Day 4* 0
Day 5 0	*Week 2* 0	*Week 3* 0	*Week 4* 0

File Cabinet (10027)

Department	Terms and Trans				
Serial #	12-GS55	Date Purchased	1/3/94	Current Value	92
Ownership	Facilities	Product #	555332	Salvage Value	23
Quantity	0	Depreciation Rate	23	Insurance Value	68

Requirements Over Time

Day 1 0	*Day 2* 0	*Day 3* 0	*Day 4* 0
Day 5 0	*Week 2* 0	*Week 3* 0	*Week 4* 0

Overhead Lamp (10030)

Department	Broker Services				
Serial #	FR-7488	Date Purchased	11/4/96	Current Value	42
Ownership	Facilities	Product #	5542	Salvage Value	12
Quantity	0	Depreciation Rate	34	Insurance Value	35

Requirements Over Time

Day 1 0	*Day 2* 0	*Day 3* 0	*Day 4* 0
Day 5 0	*Week 2* 0	*Week 3* 0	*Week 4* 0

Desk - Cherrywood 3' x 6' (10049)

Department	MIS				
Serial #	76-PO66	Date Purchased	2/17/95	Current Value	470
Ownership	Facilities	Product #	12099	Salvage Value	50
Quantity	0	Depreciation Rate	9	Insurance Value	300

Requirements Over Time

Day 1 0	*Day 2* 0	*Day 3* 0	*Day 4* 0
Day 5 0	*Week 2* 0	*Week 3* 0	*Week 4* 0

Assets by Vendor

Response Phase
300 Valley Drive

Omni Enterprises
Business Continuity Plan
Origination Date 2/16/98

Scott Rice (1002)

File Cabinet (10027)

Department	Terms and Trans				
Serial #	12-GS55	Date Purchased	1/3/94	Current Value	92
Ownership	Facilities	Product #	555332	Salvage Value	23
Quantity	0	Depreciation Rate	23	Insurance Value	68

Requirements Over Time

Day 1 0	*Day 2* 0	*Day 3* 0	*Day 4* 0
Day 5 0	*Week 2* 0	*Week 3* 0	*Week 4* 0

Business Concepts, Inc. (1045)

Desk - Cherrywood 3' x 6' (10049)

Department	MIS				
Serial #	76-PO66	Date Purchased	2/17/95	Current Value	470
Ownership	Facilities	Product #	12099	Salvage Value	50
Quantity	0	Depreciation Rate	9	Insurance Value	300

Requirements Over Time

Day 1 0	*Day 2* 0	*Day 3* 0	*Day 4* 0
Day 5 0	*Week 2* 0	*Week 3* 0	*Week 4* 0

Edgewater Office Products (1051)

Calculator (10006)

Department	Income Process				
Serial #	1234-51	Date Purchased	12/1/97	Current Value	14
Ownership	Finance	Product #	CS-2606	Salvage Value	5
Quantity	0	Depreciation Rate	21	Insurance Value	12

Requirements Over Time

Day 1 0	*Day 2* 0	*Day 3* 0	*Day 4* 0
Day 5 0	*Week 2* 0	*Week 3* 0	*Week 4* 0

Overhead Lamp (10030)

Department	Broker Services				
Serial #	FR-7488	Date Purchased	11/4/96	Current Value	42
Ownership	Facilities	Product #	5542	Salvage Value	12
Quantity	0	Depreciation Rate	34	Insurance Value	35

Requirements Over Time

Day 1 0	*Day 2* 0	*Day 3* 0	*Day 4* 0
Day 5 0	*Week 2* 0	*Week 3* 0	*Week 4* 0

Assets Dictionary

Quality Assurance

Business Continuity Plan

Origination Date 9/5/00

Description	*Department*	*Ownership*	*Serial #*	*Product #*	*Date Purchased*	*Depreciation Rate*	*Plan Dictionary*
Allecator (10117)	Co Wide Service			A300			
Bookcase - 3 shelf (10053)	MIS						
Cabinets - Mauve Filing Cab. (10072)	Executive						
Calculator (10006)	Income Process			CS-2606			
Calculator (10007)	Income Process			BC-1273P			
Calculator (10019)	Emp Benefits						
Calculator (10037)	Broker Services			BC127-P			
Calculator (10071)	Executive			2810			
Calculators (10105)	Custody Service			BC-1292P			
Chair (10017)	Emp Benefits						
Chair - Standard Office (10051)	MIS						
Chair - standard office w/arms (10052)	MIS						
Chair for cubicle (10003)	Income Process						
Chairs - Board Room (10076)	Executive						
Chairs - Dark Mauve (10073)	Executive						
Chairs - Work Chairs (10112)	Annuity Service						
Check Endorser (10119)	CO Wide Service						
Coffee Stations (10135)	Bldg Premises						
Copier (10120)	Co Wide Service			FT 6200 FR			
Copiers (10130)	Bldg Premises						
Copiers - Table Top (10144)	Records						
Credenza (10087)	Marketing						
Credenza - Cherrywood 1.5' x 6' (10050)	MIS						
Cubicle with bin (10011)	Emp Benefits						
Cubicle with bins (10001)	Income Process						
Desk (10151)	Personal Trust						
Desk - Cherrywood 3' x 6' (10049)	MIS						
Desk for cubicle (10002)	Income Process						
Desk Lamp (10010)	Income Process						
Desks - Cherrywood (10063)	Finance						
Desks - Work Desks (10111)	Annuity Service						

Assets Summary

Omni Enterprises
Business Continuity Plan
Origination Date 2/16/98

	Quantity	Day 1	Day 2	Day 3	Day 4	Day 5	Week 2	Week 3	Week 4
Calculator									
400 Valley Drive	11	5	5	5	5	5	8	9	11
300 Valley Drive	12	2	4	4	5	6	8	10	12
	23	7	9	9	10	11	16	19	23
Desk - Cherrywood 3' x 6'									
300 Valley Drive	3	0	0	0	1	2	2	2	3
	3	0	0	0	1	2	2	2	3
Desk Lamp									
400 Valley Drive	2	0	0	0	0	0	2	2	2
	2	0	0	0	0	0	2	2	2
File Cabinet									
400 Valley Drive	5	0	0	0	0	0	1	2	5
300 Valley Drive	3	0	0	0	0	1	1	2	3
	8	0	0	0	0	1	2	4	8
Overhead Lamp									
400 Valley Drive	5	2	2	2	2	2	3	4	5
300 Valley Drive	6	1	2	2	2	3	4	5	6
	11	3	4	4	4	5	7	9	11

Call Lists

- Employee Call List
- Calls by Employee

Employee Call List

Response Phase
400 Valley Drive

Quality Assurance

Business Continuity Plan
Origination Date 9/12/00

400 Valley Drive

Jane Cleaver (6103)
Physical Security Officer

- Camalla Cominski (6196)
  Finance/Acctng. SVP
  558-454-5615 (H)
  226-771-1111 (W)
  - Gary Buono (6182)
    Risk Mgmt. & Ins. Admin. Asst.
    883-433-2602 (H)
    353-771-1111 (W)
  - Paul McCarrish (4078)
    Tax Specialist II
    774-945-4363 (H)
    997-771-1111 (W)
  - Anita Plumm[1] (6066)
    Data Center, Records Clerk II
    444-466-1425 (H)
    464-771-1111 (W)
- Mary Malcolm (6001)
  Marketing, VP
  540-690-9096 (H)
  213-771-1111 (W)
  - Trisha Armour (6009)
    Client Support, Manager
    876-297-2103 (H)
    443-777-1111 (W)
  - Paula Burrough (6129)
    Company Service, Rep. I
    223-362-1453 (H)
    883-771-1111 (W)
  - Melinda Davenport[2] (6139)
    Customer Liason
    365-578-4765 (H)
    423-771-1111 (W)
- Mark Sullivan (6101)
  CFO, Chief Financial Officer
  312-459-1023 (H)
  312-459-3035 (W)

---

1 Anita Plumm contacts Camalla Cominski to confirm that all assigned calls have been made.
2 Melinda Davenport contacts Mary Malcolm to confirm that all assigned calls have been made.

Calls by Employee
Resumption/Recovery Phase
Information Systems

Omni Enterprises
Business Continuity Plan
Origination Date 2/16/98

	Home	Work	Alt 1	Alt 2	Alt 3
Lyda Alter calls:					
Sara Lee Bligh	345-671-5747	852-771-1111 x240			
Lee Beecham	445-549-3800	775-771-1111 x0376			
Maria Rosa Baxter	645-750-0156	223-771-1111 x205			
Maria Rosa Baxter calls:					
Kelvin Heller	587-768-5336	838-771-1111 x234			
Carol Harrison	448-574-6067	229-771-1111 x0503			
Alan Gail	878-369-8414	856-771-1111 x0148			
Lee Beecham calls:					
Maria Verman	443-754-3873	273-771-1111 x158			
Carol Harrison calls:					
Sara Iverski	865-694-6250	943-771-1111 x0236			
Othello Hawks	786-373-7322	223-771-1111 x0301			

Customers

- Customer Dictionary
- Customer Representative Internal Contact
- Customer Representatives
- Customer Representatives Dictionary
- Customer Services
- Customers by Name

Customer Dictionary

Omni Enterprises
Business Continuity Plan
Origination Date 2/16/98

Customer Name		Phone Numbers	Plan Dictionary
Asset Management Group (1000) 63 Fiddlers Green Cir Englewood, CO	80111	399-694-2190	P2OMDEB3MI
Bell Atlantic (1001) 324 North Street Philadelphia, PA	23423-324	215-833-2312 x 7677 215-234-2342 (Alternate Phone)	P1OMDEB6
Chesapeake Life (1002) 1033 Brighton Boukevard Tampa, FL	06850	813-745-5032	P1OMTA
Corinthian Capital (1003) 6312 South Fiddlers Green Cir Englewood, CO	80111	993-773-0880	P1OMDE
Customer Service Department (1004) Greentree Corporate Center 500 Valley Drive Denver, CO	23076	213-123-3400 x 409 213-111-6345 (Alternate Phone)	P1OMTAB1
Distribution Department (1008) Greentree Corporate Center 600 Valley Drive Denver, CO	23076	213-123-7500 x 401 212-213-6511 (Alternate Phone)	P2OMDEB4TR
Executive Offices (1009) Greentree Corporate Center 500 Valley Drive Denver, CO	23076	213-123-3400 x 516	P2OMDEB6LE
Facilities Department (1010) Greentree Corporate Center 600 Valley Drive Denver, CO	23076	213-123-7500 x 459 213-887-8877 (Alternate Phone)	P2OMDEB6DI

Customer Representative Internal Contact

Omni Enterprises

Resumption/Recovery Phase
Information Systems

Business Continuity Plan
Origination Date 2/16/98

Internal Contact	Company Name	Customer Representative
Carol Harrison	Rocky Mountain Investors (1035) 3200 Cherry Creek South Drive Denver, CO 80209	Kristin Jenson 883-777-3200
Kim Ortega	Prairies States Life (1027) 155 N.E. 100th Street Seattle, WA 98125	Jim Atkinson 733-312-9390
Sara Iverski	Distribution Department (1008) Greentree Corporate Center 600 Valley Drive Denver, CO 23076	Bill Greely 213-123-7500 x 401 212-213-6511 (Alternate Phone)
Sara Lee Bligh	Customer Service Department (1004) Greentree Corporate Center 500 Valley Drive Denver, CO 23076	Billy Hendrix 213-123-3400 x 409 213-111-6345 (Alternate Phone)

Customer Representatives

Resumption/Recovery Phase
Information Systems

Omni Enterprises

Business Continuity Plan
Origination Date 2/16/98

Company Name	Customer Representative	Internal Contact
Customer Service Department (1004) 213-123-3400 x 409 213-111-6345 (Alternate Phone) Greentree Corporate Center 500 Valley Drive Denver, CO 23076	Billy Hendrix	Sara Lee Bligh
Distribution Department (1008) 213-123-7500 x 401 212-213-6511 (Alternate Phone) Greentree Corporate Center 600 Valley Drive Denver, CO 23076	Bill Greely	Sara Iverski
Prairies States Life (1027) 733-312-9390 155 N.E. 100th Street Seattle, WA 98125	Jim Atkinson	Kim Ortega
Rocky Mountain Investors (1035) 883-777-3200 3200 Cherry Creek South Drive Denver, CO 80209	Kristin Jenson	Carol Harrison

Customer Representatives Dictionary

Omni Enterprises
Business Continuity Plan
Origination Date 2/16/98

Customer Name	*Customer Representative Information*	*Phone Numbers*
Asset Management Group (1000)	Joe Henry (CR500000005)	212-098-4333
Customer Service Department (1004)	Rachel Pennington (CR500000004)	311-987-6522
	Tom Malone (CR500000003)	610-234-9877
	Sara Geller (CR500000002)	610-766-1245
	Billy Hendrix (CR500000001)	212-098-6544
Distribution Department (1008)	Bill Greely (CR500000010)	212-877-4533
	Mike Harris (CR500000009)	424-987-4455
	Kelly Gustafson (CR500000006)	610-433-9866
Prairies States Life (1027)	Jim Atkinson (CR500000007)	215-556-3422
Rocky Mountain Investors (1035)	Kristin Jenson (CR500000008)	215-988-3211

Customer Services

Response Phase
300 Valley Drive

Omni Enterprises

Business Continuity Plan
Origination Date 2/17/98

Customer Name	Service	Service Codes	Customer Representative
Asset Management Group (1000) 399-694-2190	Investment Services	System Code 12.9 Dept Code TR-987 Charge Code 453-PO	Sally McCoy 717-238-9244 (Home) 717-823-9845 (Work)
Bell Atlantic (1001) 215-833-2312 x 7677 215-234-2342 (Alternate Phone)	Phone Service Recovery	System Code 32.1 Dept Code FD-876 Charge Code 321-PO	Jill Battey 212-098-6543 (Home) 612-098-7644 (Work)
Chesapeake Life (1002) 813-745-5032	Financial Services	System Code 71.5 Dept Code HR-987 Charge Code 876-PO	Henry Owens 610-876-3245 (Work)

Customers by Name — **Omni Enterprises**

Resumption/Recovery Phase
Information Systems

Business Continuity Plan
Origination Date 2/16/98

Customer Service Department (1004)
213-123-3400 x 409
213-111-6345 (Alternate Phone)
Greentree Corporate Center
500 Valley Drive
MS 6223
Denver, CO 23076

Distribution Department (1008)
213-123-7500 x 401
213-6511 (Alternate Phone)
Greentree Corporate Center
600 Valley Drive
Denver, CO 23076

Facilities Department (1010)
213-123-7500 x 459
213-887-8877 (Alternate Phone)
Greentree Corporate Center
600 Valley Drive
Denver, CO 23076

Finance & Acctng Department (1015)
213-123-4502 x 345
213-654-2288 (Alternate Phone)
Greentree Corporate Center
400 Valley Drive
Denver, CO 23076

Human Resources Department (1016)
213-123-7500 x 316
213-865-9900 (Alternate Phone)
Greentree Corporate Center
600 Valley Drive
Denver, CO 23076

Information Systems (FL) (1021)
517-516-1809 x 534
Gulfstream Commons
100 Walnut Lane
Tampa, FL 45072

Legal Department (1022)
213-123-7500 x 745
Greentree Corporate Center
600 Valley Drive
Denver, CO 23076

Securities Department (1043)
213-123-3400 x 376
Greentree Corporate Center
500 Valley Drive
Denver, CO 23076

Trust Department (1052)
213-123-4502 x 296
Greentree Corporate Center
400 Valley Drive
Denver, CO 23076

Employee Attributes

- Attributes by Employee
- Attributes by Employee Dictionary
- Attributes by Name
- Employee Dictionary by Attributes
- Employees by Attribute

Attributes by Employee
Response Phase
300 Valley Drive

Omni Enterprises
Business Continuity Plan
Origination Date 2/16/98

Employee Name	Description
Lee Beecham (6094)	Licensed driver Owns PC w/ network dial up LDRPS Trained Owns a cellular phone Trained in Windows
Feca Bryant (6013)	Licensed driver CPR Certified Lotus Trained
Felicia Erickson (6003)	Safety Trained Licensed driver Timeline Trained Lotus Trained
Sara Iverski (6080)	Speaks Spanish Owns PC w/ network dial up Project Workbench Trained Licensed driver
Stevent McGuire (6114)	CPR Certified Safety Trained Licensed driver Certified Scuba Diver
Maria Ryvon (6067)	Red Cross Certified Lives < 2 miles from office Speaks French Licensed driver

Attributes by Employee Dictionary

Omni Enterprises
Business Continuity Plan
Origination Date 2/16/98

Employee	Description
Thomas Adams (6058)	Licensed driver Notary Public Owns a Personal Computer Speaks German Trained in Windows
Arthur Alston (6202)	Licensed driver Masters in Business Admin
Lyda Alter (6147)	Has home fax capability Licensed driver
Trisha Armour (6009)	Licensed driver Speaks Vietnamese
Palmella Ashko (6097)	Licensed driver Shortwave radio operator
Leveina Augmon (6209)	Licensed driver Speaks Chinese
Maria Rosa Baxter (6141)	Licensed driver Rockclimber
Kathleen Beck (6023)	Licensed driver Speaks Spanish Volunteer Firefighter
Lee Beecham (6094)	LDRPS Trained Licensed driver Owns a cellular phone Owns PC w/ network dial up Trained in Windows
Camille Bell (6035)	Licensed driver Mother sells office equipment
Gerry Benton (6172)	Has a Comm. Drivers License Licensed driver
Roman Beriault (6039)	Licensed driver Speaks German
Annett Bert (6205)	Licensed driver Speaks Spanish
Alister Billings (6206)	Licensed driver Masters in Business Admin
Sara Lee Bligh (6118)	Licensed driver Speaks French

Attributes by Name

Omni Enterprises
Business Continuity Plan
Origination Date 2/16/98

Attribute	Description
BCP	Cert. Bus. Cont. Planner
CPR	CPR Certified
DBASE	Dbase Trained
DOCTOR	Doctor
DOS	DOS Trained
ELECTRIC	Certified Electrician
FRENCH	Speaks French
GERMAN	Speaks German
SPANISH	Speaks Spanish
LAW	Has a Law Degree
LDRPS	LDRPS Trained
LOTUS	Lotus Trained
MBA	Masters in Business Admin
MSPROJ	Microsoft Project Trained
NOTARY	Notary Public
NURSE	Registerd Nurse
PILOT	Licensed Pilot
SAFETY	Safety Trained
SCUBA	Certified Scuba Diver
TIMELINE	Timeline Trained
LIFEGRD	Certified Lifeguard
WINDOWS	Trained in Windows
WORKBNCH	Project Workbench Trained
WP	Worperfect Trained
REDCROSS	Red Cross Certified
EXCEL	Excel Trained
PPOINT	Powerpoint Trained
TRUCK	Owns a tractor trailer
CHINESE	Speaks Chinese
PLANE	Owns a Cessna airplane
PCNETWRK	Owns PC w/ network dial up
SWRADIO	Shortwave radio operator
VIETNAM	Speaks Vietnamese
4-WHEEL	Owns a 4 wheel drive vehicle
<2MILES	Lives < 2 miles from office
NEWSPAPR	Spouse is Newspaper Reporter
CELLULAR	Owns a cellular phone
HOMEFAX	Has home fax capability
<5MILES	Lives < 5 miles from office
DRIVER	Licensed driver
OFFICE	Mother sells office equipment
ASL	Knows Sign Language
READLIPS	Reads lips
PSYCH	Has Psychology degree
RESCUE	Former Rescue Squad Captain
FIREFGHT	Volunteer Firefighter
CONSTRUC	Brother owns construction firm
PLUMBER	Licensed Plumber

Employee Dictionary by Attributes

Omni Enterprises
Business Continuity Plan
Origination Date 2/16/98

Description	Employee
Dbase Trained	Sandy Denniville (6053)
Doctor	Gail Souderton (6081)
DOS Trained	Peter Vigh (6176)
Excel Trained	Kelvin Heller (6156)
Father owns excavating firm	Teresa Easton (6113)
	Kathy Richardson (6159)
Has a Comm. Drivers License	Gerry Benton (6172)
	Karen McMann (6160)
Has a Law Degree	Shanna Washington (6117)
Has a Omni Enterprises Laptop	Debbie Hubner (6062)
	Sharon Lovelice (6116)
	Joseph Santiago (6164)
	Ralph Tanning (6083)
Has home fax capability	Lyda Alter (6147)
Has Psychology degree	Anastasia Nguyen (6203)
Knowledge of heavy equipment	Leonard Ford (6134)
Knows Morse Code	Joseph Santiago (6164)
	Daniel Watson (6193)
	Steven Zessner (6055)
Knows Sign Language	Anastasia Nguyen (6203)
	Victoria Spinosa (6108)
	Daniel Watson (6193)
LDRPS Trained	Lee Beecham (6094)
	Gary Buono (6182)
	George Campbell (6181)
	Kerry Colt (6074)

Employees by Attribute
Response Phase
300 Valley Drive

Omni Enterprises
Business Continuity Plan
Origination Date 2/16/98

Description	Employee Name
Certified Scuba Diver	Stevent McGuire (6114)
CPR Certified	Feca Bryant (6013) Stevent McGuire (6114)
LDRPS Trained	Lee Beecham (6094)
Licensed driver	Lee Beecham (6094) Feca Bryant (6013) Felicia Erickson (6003) Sara Iverski (6080) Stevent McGuire (6114) Maria Ryvon (6067)
Lives < 2 miles from office	Maria Ryvon (6067)
Lotus Trained	Feca Bryant (6013) Felicia Erickson (6003)
Owns a cellular phone	Lee Beecham (6094)
Owns PC w/ network dial up	Lee Beecham (6094) Sara Iverski (6080)
Project Workbench Trained	Sara Iverski (6080)
Red Cross Certified	Maria Ryvon (6067)
Safety Trained	Felicia Erickson (6003) Stevent McGuire (6114)
Speaks French	Maria Ryvon (6067)
Speaks Spanish	Sara Iverski (6080)
Timeline Trained	Felicia Erickson (6003)
Trained in Windows	Lee Beecham (6094)

Employees

- Emergency Contacts by Name
- Employee Dictionary
- Employee Summary
- Employees by Name
- Priority Contact List

Emergency Contacts by Name

Resumption/Recovery Phase
Finance & Accounting

Omni Enterprises
Business Continuity Plan
Origination Date 2/16/98

Employee Name	Phone Numbers
Gerry Benton (6172) Finance/Acctng, Supervisor 511 Hyde Drive 400 Valley Drive Darren, CO 80567	666-267-0730 (Home) 578-771-1111 x 169 (Work)
Mary Celloni (6017) Finance/Acctng, Clerk III 78 North Kingsway Road 400 Valley Drive Darren, CO 80231	893-423-6556 (Home) 973-771-1111 x 0156 (Work)
Russell Cunningham (6158) Finance/Acctng, Clerk II 14 Del Cava Drive 400 Valley Drive Darren, CO 80184	334-424-1543 (Home) 554-771-1111 x 126 (Work)
Jeanne Deisen (6088) Finance/Acctng, Clerk II 2 Hunters Glen 400 Valley Drive Winston, CO 80020	865-543-1878 (Home) 977-771-1111 x 0486 (Work)
Fran Eagert (6020) Finance/Acctng, Clerk I 300 Wind Bird Drive 400 Valley Drive Ashley, CO 80015	443-699-1465 (Home) 553-771-1111 x 0155 (Work)
Mitchell Giometti (6018) Finance/Acctng, Exec. Secret. 6 Windsor Drive 400 Valley Drive Darren, CO 80209	443-871-7787 (Home) 223-771-1111 x 0275 (Work)
Geoffery Kelsey (6171) Finance/Acctng, Payroll Clerk 100 Casper Way 400 Valley Drive Darren, CO 80566	867-542-3434 (Home) 335-771-1111 x 110 (Work)

Employee Dictionary

Omni Enterprises
Business Continuity Plan
Origination Date 2/16/98

Employee		Phone Numbers	Corporate Profile	
Thomas Adams (6058)		756-472-1504 (Home)	Work Shift	1
Administrative Assistant		919-771-1111 x 0323 (Work)	Plan Dictionary	
26 Crest Circle			Key Card	N
100 Walnut Lane			Incident Command	N
Fruitville, Fl	80013			
Arthur Alston (6202)		887-671-1525 (Home)	Work Shift	1
Trust, VP		663-771-1111 x 469 (Work)	Plan Dictionary	
32 River Road			Key Card	N
400 Valley Drive			Incident Command	N
Ashton, CO	80056			
Lyda Alter (6147)		356-733-5631 (Home)	Work Shift	1
Data Control Clerk		846-771-1111 x 271 (Work)	Plan Dictionary	
18 Lincoln Avenue			Key Card	N
300 Valley Drive			Incident Command	N
Darren, CO	80560			
Trisha Armour (6009)		876-297-2103 (Home)	Work Shift	1
Client Support, Manager		443-777-1111 x 0144 (Work)	Plan Dictionary	
32 Grape Road			Key Card	N
500 Valley Drive			Incident Command	N
Draden, CO	80207			
Palmella Ashko (6097)		887-671-1525 (Home)	Work Shift	1
Facilities, Technician		663-771-1111 x 0469 (Work)	Plan Dictionary	
132 Riverside Drive			Key Card	N
600 Valley Drive			Incident Command	N
Ashton, CO	80013			
Leveina Augmon (6209)			Work Shift	1
WP Specialist I			Plan Dictionary	
Broadway			Key Card	N
600 Valley Drive			Incident Command	N
Brentwood, CO	80045			
Maria Rosa Baxter (6141)		645-750-0156 (Home)	Work Shift	1
Data Center, Project Manager		223-771-1111 x 205 (Work)	Plan Dictionary	
88 West Kentucky Drive			Key Card	N
300 Valley Drive			Incident Command	N
Abbott, CO	80056			

Employee Summary

Omni Enterprises
Business Continuity Plan
Origination Date 2/16/98

	Total Employees
Omni Enterprises	10
Denver, Colorado	13
300 Valley Drive	6
400 Valley Drive	6
500 Valley Drive	6
600 Valley Drive	6
100 Walnut Lane	6
Omni Enterprises	10
Denver, Colorado	18
Information Systems	24
Finance & Accounting	10
Marketing	6
Trust	8
Customer Services	26
Executive	7
Securities	7
Distribution	3
Facilities	5
Human Resouces	6
Legal	7
Public Relations	5
Risk Mgt & Insurance	4
Transportation	9
Information Systems	13
Omni Enterprises	10
Denver, Colorado	17
Stage 4: Plan Construction	1
Grand Total	**153**

Employees by Name

Response Phase
Denver, Colorado

Omni Enterprises
Business Continuity Plan
Origination Date 2/16/98

Employee Name		Phone Numbers
Jeff Brath (6085) Facilities, Engineer 70 Cobb Way 600 Valley Drive Aurora, CO	80012	876-482-1212 (Home) 448-771-1111 x 0102 (Work)
George Campbell (6181) Risk Mgmnt & Ins. Analyst II 97 Elkhart 600 Valley Drive Avon, CO	80056	585-671-5747 (Home) 676-771-1111 x 240 (Work)
Julie Kessler (6161) Human Resources Generalist II 38 El Dorado Avenue 600 Valley Drive Darren, CO	80056	445-536-1343 (Home) 220-771-1111 x 123 (Work)
Sharon Lovelice (6116) Risk Mgmnt & Ins. Mgr. 9 West Madison 600 Valley Drive Darren, CO	80560	876-757-6660 (Home) 443-771-1111 x 139 (Work)
Karen McMann (6160) Human Resources, VP 37 Curve Line Lane 600 Valley Drive Ebert, CO	80563	448-574-6067 (Home) 225-771-1111 x 503 (Work)
Pamela Newton (6133) Public Relations Rep. 23 Eastick Avenue 600 Valley Drive Darren, CO	81809	423-757-1485 (Home) 603-771-1111 x 276 (Work)
Anastasia Nguyen (6203) Human Resources, SVP 3015 Woods Drive 600 Valley Drive Darren, CO	80560	673-267-1630 (Home) 250-771-1111 x 159 (Work)
Helen Oyer (6151) Facilities, Manager 78 Rice Circle 600 Valley Drive Anapo, CO	80185	578-650-3650 (Home) 376-771-1111 x 265 (Work)

Priority Contact List

Response Phase
Omni Enterprises

Omni Enterprises
Business Continuity Plan
Origination Date 2/16/98

Employee Name	Phone Numbers
Ken Burtone (6066) CEO, Chief Executive Officer 190 Burwalls Parkway 500 Valley Drive Darren, CO 80236	867-542-3434 (Home) 335-771-1111 x 0110 (Work)
Mark Sullivan (6101) CFO, Chief Financial Officer 354 Ashton Terrace 400 Valley Drive Denver, CO 20567	312-459-1023 (Home) 312-459-3035 x 355 (Work)
Camalla Cominski (6196) Finance/Acctng, SVP 19 Clair Road 400 Valley Drive Ashton, CO 80056	558-454-5515 (Home) 226-771-1111 x 466 (Work)
Leonard Ford (6134) COO, Chief Operations Officer 390 Frank Avenue 500 Valley Drive Lauraway, CO 80563	803-757-5381 (Home) 503-771-1111 x 115 (Work)
Art Byron (6052) Securities, SVP 14 Del Mar Drive 500 Valley Drive Darren, CO 80014	334-424-1543 (Home) 554-771-1111 x 0126 (Work)
Sara Lee Bligh (6118) Info. Systems, SVP 1550 West Elkhart 300 Valley Drive Ashley, CO 80056	345-671-5747 (Home) 852-771-1111 x 240 (Work)
Alister Billings (6206) Business Operations, SVP 394 Ashton Terrace 500 Valley Drive Elk, CO 30567	312-455-1023 (Home) 312-455-3035 (Work)
Anastasia Nguyen (6203) Human Resources, SVP 3015 Woods Drive 600 Valley Drive Darren, CO 80560	673-267-1630 (Home) 250-771-1111 x 159 (Work)

Equipment

- Equipment by Type
- Equipment by Vendor
- Equipment Dictionary
- Equipment Summary
- Group Type Dictionary
- Group Types Listing

Equipment by Type
Response Phase
Denver, Colorado

Omni Enterprises
Business Continuity Plan
Origination Date 2/16/98

BACKUP UNIT (E0001007)

Backup Generator

Equipment Group	Data	Location	Strorage Shed
Model #	123664	Device Address	12.2
Sub-Model Number	722	Serial #	
Vendor Name	Tolin Mechanical Systems	Weight (lbs)	100
KVA	123	BTU	432
Lead Time	1	Current Value	17 000
Critical Lead Time	1	Salvage Value	3 000
Quantity Required	4	Insurance Coverage	12 000

Requirements Over Time

Day 1 2	*Day 2:* 2	*Day 3:* 2	*Day 4* 2
Day 5 2	*Week 2* 3	*Week 3* 3	*Week 4* 4

CONNECTION (E0001024)

PCOMM WITH CISCO ROUTER

Equipment Group	IS	Location	Backup Site
Model #	12-SD33	Device Address	34.9
Sub-Model Number	711	Serial #	
Vendor Name	IDSI	Weight (lbs)	2
KVA	0	BTU	0
Lead Time	1	Current Value	45
Critical Lead Time	1	Salvage Value	5
Quantity Required	3	Insurance Coverage	30

Requirements Over Time

Day 1 1	*Day 2:* 1	*Day 3:* 1	*Day 4* 1
Day 5 1	*Week 2* 2	*Week 3* 2	*Week 4* 3

Equipment by Vendor
Response Phase
Denver, Colorado

Omni Enterprises
Business Continuity Plan
Origination Date 2/16/98

IBM CORPORATION

CONNECTION (E0001026)

IBM TOKEN RING ADAPTOR 16MBPS

Equipment Group		Location	
Model #	NOT STATED	Serial #	
Sub-Model Number		Weight (lbs)	0
KVA	0	BTU	0
Lead Time	0	Current Value	0
Critical Lead Time	0	Salvage Value	0
Quantity Required	0	Insurance Coverage	0

Requirements Over Time

Day 1 0	*Day 2:* 0	*Day 3:* 0	*Day 4* 0
Day 5 0	*Week 2* 0	*Week 3* 0	*Week 4* 0

CONNECTION (E0001029)

TOKEN RING FOR PC CONECTIVITY

Equipment Group		Location	
Model #	LAN CABLES	Serial #	
Sub-Model Number		Weight (lbs)	0
KVA	0	BTU	0
Lead Time	0	Current Value	0
Critical Lead Time	0	Salvage Value	0
Quantity Required	0	Insurance Coverage	0

Requirements Over Time

Day 1 0	*Day 2:* 0	*Day 3:* 0	*Day 4* 0
Day 5 0	*Week 2* 0	*Week 3* 0	*Week 4* 0

Equipment Dictionary

Quality Assurance
Business Continuity Plan

Description	*Equipment Type*	*Equipment Group*	*Model #*	*Sub-Model Number*	*Serial #*	*Unit*	*Device Address*	*Plan Dictionary*
14.4, V.42 (E0001076)	MODEM		ANY MODEL					
16 RAM 420 MB HD (E0001116)	PC		IBM					
191 (E0001211)	TERMINAL		TELEX					
2100 (E0001007)	BACKUP UNIT		MOUNTAIN					
262 LINE PRINTER (E0001163)	PRINTER		MEMEOREX TELEX					
300 MB SOFTWARE (E0001114)	PC		DELL PATHWORKS					
310 90MB (E0001099)	PC		DELL					
3100 16 RAM 420 MB HD MICROVAX (E0001098)	PC		DEC					
316SX 40MB (E0001218)	PC		DELL					
3170 (E0001200)	TERMINAL		IBM					
3178 (E0001201)	TERMINAL		IBM					
3179 (E0001202)	TERMINAL		IBM					
3194 (E0001203)	TERMINAL		IBM					
3196 (E0001204)	TERMINAL		IBM					
325 150MB (E0001100)	PC		DELL					
325 1GB (E0001056)	FILE SERVER		DELL					
325 200MB (E0001101)	PC		DELL					
325P 40MB (E0001219)	PC		DELL					
3268 SCREEN (E0001149)	PRINTER		IBM					
3270 (E0001198)	TERMINAL		EMULATOR					

Equipment Summary

Omni Enterprises
Business Continuity Plan
Origination Date 2/16/98

	Quantity Required	Day 1	Day 2	Day 3	Day 4	Day 5	Week 2	Week 3	Week 4
486/33									
Trust	20	2	6	10	10	16	20	20	20
Denver, Colorado	0	0	0	0	0	0	0	0	0
Denver, Colorado	0	0	0	0	0	0	0	0	0
Marketing	20	5	5	10	10	10	20	20	20
Finance & Accounting	13	4	8	13	13	13	13	13	13
	53	11	19	33	33	39	53	53	53
486/33 80 MB 8MB RAM									
Denver, Colorado	7	2	2	3	4	5	6	7	7
	7	2	2	3	4	5	6	7	7
486/66 1.2 GB EA. NOVELL									
Denver, Colorado	12	3	3	4	6	8	10	11	12
	12	3	3	4	6	8	10	11	12
486/66 16MB RAM SVGA VIDEO									
Denver, Colorado	5	1	1	1	1	1	3	4	5
	5	1	1	1	1	1	3	4	5
486/66 24 MB RAM 1.2 GIG HD									
Trust	1	0	0	1	1	1	1	1	1
Marketing	3	1	2	2	2	3	3	3	3
Finance & Accounting	1	1	1	1	1	1	1	1	1
	5	2	3	4	4	5	5	5	5
5151 W/MODEM									
Denver, Colorado	10	3	4	5	6	7	8	9	10
	10	3	4	5	6	7	8	9	10
7025 W/HD									
Denver, Colorado	8	2	2	3	5	7	7	7	8
	8	2	2	3	5	7	7	7	8

Group Type Dictionary

Quality Assurance
Business Continuity Plan

Equipment Group	Equipment Type	Description	Model #
	PC	486/P20	DELL
	PC	386/33L 120MB	COMPAQ
	PC	386SX/200MB DESK PRO	COMPAQ
	PC	486/33	COMPAQ
	PC	486DX/230MB PROLINE A	COMPAQ
	PC	DSKPRO33L 120MB	COMPAQ
	PC	LTE386/20 60MB	COMPAQ
	PC	3100 16 RAM 420 MB HD MICROVAX	DEC
	PC	310 90MB	DELL
	PC	325 150MB	DELL
	PC	325 200MB	DELL
	PC	433 8MB RAM	DELL
	PC	450/ME 170MB	DELL
	PC	466/ME 170MB	DELL
	PC	PS/2 MOD 30	IBM
	PC	486/33 80 MB 8MB RAM	DELL OPTIPLEX
	ADAPTEC SCSI	MASTER BOARD & CABLE FOR	ADAPTEC
	PC	8512/5153	IBM
	PC	5151 W/MODEM	IBM

Group Types Listing
Response Phase
Denver, Colorado

Omni Enterprises
Business Continuity Plan
Origination Date 2/16/98

Equipment Group	Equipment Type	Description	Model #
	MODEM	9600 BAUD	ANY MODEL
	TERMINAL	MEMOREX TELEX 7025	MAINFRAME
	TERMINAL	CIMS MAINFRAME	IBM
	PRINTER	IBM 32682	WIRE MACHINE
	PRINTER	HP LASERJET III SI	LASER
DATA	BACKUP UNIT	Backup Generator	123664
IS	CONNECTION	MAINFRAME ACCESS	NOT STATED
IS	CONNECTION	TOKEN RING FOR PC CONECTIVITY	LAN CABLES
IS	CONNECTION	IBM TOKEN RING ADAPTOR 16MBPS	NOT STATED
IS	CONNECTION	PCOMM WITH CISCO ROUTER	12-SD33
OPS	FILE SERVER	486/66 24 MB RAM 1.2 GIG HD	COMPAQ PROSIGN
OPS	FILE SERVER	486/66 24 MB RAM 1.2 GIG HD	COMPAQ PROSIGN
OPS	FILE SERVER	386/33 NOVELL 1.GIG	COMPAX
OPS	FILE SERVER	486/66 24 MB RAM 1.2 GIG HD	COMPAQ PROSIGN
OPS	FILE SERVER	386/33 NOVELL 1.GIG	COMPAX

Locations

- Backup Location Inventories
- Backup Location Services
- Backup Locations by Name
- Control Location Inventories
- Control Location Services
- Control Locations by Name
- Location Dictionary
- Location Summary
- Offsite Location Inventories
- Offsite Location Services
- Offsite Locations by Name
- Restoration Location Inventories
- Restoration Location Services
- Restoration Locations by Name

Backup Location Inventories
Response Phase
Omni Enterprises

Omni Enterprises
Business Continuity Plan
Origination Date 2/16/98

	Team Responsible	Send To Location
Control Ctr-Den		
6' FOLDING TABLES (20214)	Crisis Mgmt	Alt Building
HANGING FOLDERS (20300)	Business Continuity	Building A
HOT FILE FLOOR STANDS (20302)	Risk Management	Backup Site
SHREDDERS (20304)	Facilities	Storage
Control Ctr-Tam		
5' PARTITIONS (20217)	Response Support	Staging Area
6' FOLDING TABLES (20215)	Crisis Mgmt	Building C
DRY ERASE PENS (20299)	Internal Comm	Building C
HANGING FOLDERS (20300)	Human Resources	Building F
PHONE LOGS (20282)	Public Relations	Building A

Backup Location Services
Response Phase
Omni Enterprises

Omni Enterprises
Business Continuity Plan
Origination Date 2/16/98

Location Name	Service
Control Ctr-Den	First Aid Medical Facility Public Relations Command Center Central meeting location for the CMT, BCC Support
Control Ctr-Tam	Executive Board Relocation Site Storage Facility for Backup Generators Central meeting location for the CMT, BCC, Support

Backup Locations by Name | **Omni Enterprises**
Response Phase | *Business Continuity Plan*
Omni Enterprises | *Origination Date 2/16/98*

Control Ctr-Den (Denver Control Center)
Backup Site
3,000.00 (Square Footage)
Hilton Hotel
9840 Wilson Blvd.
Denver, CO 23319
213-456-0375

Directions	Grand Ballroom, 2nd Floor, Main Building		
Contact (Type)			
Richard Denning (P)		817-579-4189 (Home Phone)	215-727-6597 (Work Phone)

Control Ctr-Tam (Tampa Control Center)
Backup Site
1,500.00 (Square Footage)
Radisson Palms
Wissahickon Drive
Smithville, Fl 45378
402-141-4711

Directions	Majesty Ballroom, 1st Floor		
Contact (Type)			
Lorraine Barron (A)		757-517-5490 (Home Phone)	319-335-7612 (Work Phone)
Debra Archer (P)		568-490-1523 (Home Phone)	419-723-6123 (Work Phone)

Control Location Inventories
Response Phase
Omni Enterprises

Omni Enterprises
Business Continuity Plan
Origination Date 2/16/98

	Team Responsible	Send To Location
Control Ctr-Den		
6' FOLDING TABLES (20214)	Crisis Mgmt	Alt Building
HANGING FOLDERS (20300)	Business Continuity	Building A
HOT FILE FLOOR STANDS (20302)	Risk Management	Backup Site
SHREDDERS (20304)	Facilities	Storage
Control Ctr-Tam		
5' PARTITIONS (20217)	Response Support	Staging Area
6' FOLDING TABLES (20215)	Crisis Mgmt	Building C
DRY ERASE PENS (20299)	Internal Comm	Building C
HANGING FOLDERS (20300)	Human Resources	Building F
PHONE LOGS (20282)	Public Relations	Building A

Control Location Services
Response Phase
Omni Enterprises

Omni Enterprises
Business Continuity Plan
Origination Date 2/16/98

Location Name	Service
Control Ctr-Den	Public Relations Command Center First Aid Medical Facility Central meeting location for the CMT, BCC Support
Control Ctr-Tam	Storage Facility for Backup Generators Executive Board Relocation Site Central meeting location for the CMT, BCC, Support

Control Locations by Name
Response Phase
Omni Enterprises

Omni Enterprises
Business Continuity Plan
Origination Date 2/16/98

Control Ctr-Den (Denver Control Center)
Control Site
3,000.00 (Square Footage)
Hilton Hotel
9840 Wilson Blvd.
Denver, CO 23319
213-456-0375

Directions Grand Ballroom, 2nd Floor, Main Building

Contact (Type)		
Lorraine Barron (A)	757-517-5490 (Home Phone)	319-335-7612 (Work Phone)
Debra Archer (P)	568-490-1523 (Home Phone)	419-723-6123 (Work Phone)
Richard Denning (P)	817-579-4189 (Home Phone)	215-727-6597 (Work Phone)

Control Ctr-Tam (Tampa Control Center)
Control Site
1,500.00 (Square Footage)
Radisson Palms
Wissahickon Drive
Smithville, Fl 45378
402-141-4711

Directions Majesty Ballroom, 1st Floor

Contact (Type)		
Lorraine Barron (A)	757-517-5490 (Home Phone)	319-335-7612 (Work Phone)
Debra Archer (P)	568-490-1523 (Home Phone)	419-723-6123 (Work Phone)
Richard Denning (P)	817-579-4189 (Home Phone)	215-727-6597 (Work Phone)

Location Dictionary

Quality Assurance
Business Continuity Plan

Location Name	Address	Location Type	Square Footage	Contract #	Plan Dictionary
Ace Storage (Off Site Storage-Denver)	ARCUS 165 Eastern Blvd. Dorsville, CO 24591 217-101-2597		1,500		
Acme Storage (Off Site Storage-Tampa)	ARCUS 3456 Somesuch St Radner, Fl 45140 610-213-3610		1,000		
Building Five (Primary Office Space)	Greentree Corporate Center 500 Valley Drive Denver, CO 23076 213-123-3400		7,800		
Building Four (Primary Office Space)	Greentree Corporate Center 400 Valley Drive Denver, CO 23076 213-123-4502		5,700		
Building One (Data Center Location)	Gulfstream Commons 100 Walnut Lane Burlington, Fl 45702 517-516-1600		3,700		

Location Summary

Omni Enterprises

Business Continuity Plan
Origination Date 2/17/98

	Square Footage
Ace Storage	
Denver, Colorado	1,500
	1,500
Building Two	
Denver, Colorado	2,000
	2,000
Control Ctr-Den	
Denver, Colorado	3,000
	3,000
Control Ctr-Tam	
Denver, Colorado	1,500
	1,500

Offsite Location Inventories
Response Phase
Omni Enterprises

Omni Enterprises
Business Continuity Plan
Origination Date 2/17/98

	Team Responsible	Send To Location
Control Ctr-Tam		
5' PARTITIONS (20217)	Response Support	Staging Area
6' FOLDING TABLES (20215)	Crisis Mgmt	Building C
DRY ERASE PENS (20299)	Internal Comm	Building C
HANGING FOLDERS (20300)	Human Resources	Building F
PHONE LOGS (20282)	Public Relations	Building A

Offsite Location Services
Response Phase
Omni Enterprises

Omni Enterprises
Business Continuity Plan
Origination Date 2/17/98

Location Name	***Service***
Control Ctr-Den	Public Relations Command Center
	First Aid Medical Facility
	Central meeting location for the CMT, BCC Support
Control Ctr-Tam	Storage Facility for Backup Generators
	Executive Board Relocation Site
	Central meeting location for the CMT, BCC, Support

Offsite Locations by Name | **Omni Enterprises**
Response Phase | *Business Continuity Plan*
Omni Enterprises | *Origination Date 2/16/98*

Control Ctr-Den (Denver Control Center)

Offsite Storage
3,000.00 (Square Footage)
Hilton Hotel
9840 Wilson Blvd.
Denver, CO 23319
213-456-0375

Directions Grand Ballroom, 2nd Floor, Main Building

Contact (Type)

Richard Denning (P)	817-579-4189 (Home Phone)	215-727-6597 (Work Phone)

Control Ctr-Tam (Tampa Control Center)

Offsite Storage
1,500.00 (Square Footage)
Radisson Palms
Wissahickon Drive
Smithville, Fl 45378
402-141-4711

Directions Majesty Ballroom, 1st Floor

Contact (Type)

Debra Archer (P)	568-490-1523 (Home Phone)	419-723-6123 (Work Phone)
Lorraine Barron (A)	757-517-5490 (Home Phone)	319-335-7612 (Work Phone)

Restoration Location Inventories
Response Phase
300 Valley Drive

Omni Enterprises
Business Continuity Plan
Origination Date 2/17/98

	Team Responsible	Send To Location
Building Three		
AFM TICKETS (20015)	Safety and Security	Warehouse
PHONE LOGS (20044)	Human Resources	Backup Site D
TIMESHEET (20038)	Assess/Salvage	Corporate HQ
Control Ctr-Den		
INCOME NOTIFICATION (20004)	Emergency Management	Backup Site A
SERVICE REQUEST (20003)	Facilities	Backup Site B

1

Restoration Location Services
Response Phase
Omni Enterprises

Omni Enterprises
Business Continuity Plan
Origination Date 2/16/98

Location Name	***Service***
Control Ctr-Den	Public Relations Command Center First Aid Medical Facility Central meeting location for the CMT, BCC Support
Control Ctr-Tam	Storage Facility for Backup Generators Executive Board Relocation Site Central meeting location for the CMT, BCC, Support

Restoration Locations by Name
Response Phase
Omni Enterprises

Omni Enterprises
Business Continuity Plan
Origination Date 2/16/98

Control Ctr-Den (Denver Control Center)
3,000.00 (Square Footage)
Hilton Hotel
9840 Wilson Blvd.
Denver, CO 23319
213-456-0375

Directions Grand Ballroom, 2nd Floor, Main Building

Contact (Type)		
Richard Denning (P)	817-579-4189 (Home Phone)	215-727-6597 (Work Phone)

Control Ctr-Tam (Tampa Control Center)
1,500.00 (Square Footage)
Radisson Palms
Wissahickon Drive
Smithville, Fl 45378
402-141-4711

Directions Majesty Ballroom, 1st Floor

Contact (Type)		
Lorraine Barron (A)	757-517-5490 (Home Phone)	319-335-7612 (Work Phone)
Debra Archer (P)	568-490-1523 (Home Phone)	419-723-6123 (Work Phone)

Pick Lists

- Fields with Assigned Picklist
- Picklist Dictionary

Fields with Assigned Picklist

Omni Enterprises
Business Continuity Plan

Screen	Field	Picklist	Must Pick From List
Employee Dictionary	City	City	No
Employee Dictionary	State	FLDLOOKUP	No
Processes Dictionary	Executable Location	FLDLOOKUP	No
Software Dictionary	Software Type	Software	Yes
Telecom Dictionary	Closet #	Closet #	No

Picklist Dictionary

Omni Enterprises
Business Continuity Plan

PickList Name	
City	Downingtown Royersford Paoli Norristown Media Bridgeport Malvern Phoenixville King of Prussia
Closet #	6 1 2 3 4 5
Software	PC/LAN Sof Printer WP Midrange
State	PA CO Fl MA MI VT WA MD

Print Plans

- Print Plans Reports
- Print Plans Scripts

Print Plans Reports

Omni Enterprises
Business Continuity Plan
Origination Date 2/16/98

Report Description	File Name
All Teams for a Customer	TEM_CUST.RPT
All Teams for a Vendor	TEM_VEND.RPT
All Teams for an Employee	TEM_EMP.RPT
Assets by Department	AST_DEPT.RPT
Assets by Description	AST_DESC.RPT
Assets by Tag Number	AST_TAG.RPT
Assets by Vendor	AST_VEND.RPT
Assets Dictionary	DICT_AST.RPT
Assets Summary	SUM_AST.RPT
Attributes by Employee	EMP_SKIL.RPT
Attributes by Employee Dictionary	DICT_ESK.RPT
Attributes by Name	SKL_CODE.RPT
Backup Location Inventories	LOC_INB.RPT
Backup Location Services	LOC_SVB.RPT
Backup Locations by Name	LOC_NMB.RPT
Call Tree	EMPLOYEE_HIER.RPT
Call Tree	MGTDEF_HIER.RPT
Call Tree	TEM_HIER.RPT
Control Location Inventories	LOC_INC.RPT
Control Location Services	LOC_SVC.RPT
Control Locations by Name	LOC_NMC.RPT
Customer Dictionary	DICT_CST.RPT
Customer Representative Internal Contact	CUS_INTR.RPT
Customer Representatives	CUS_REPS.RPT
Customer Representatives Dictionary	DICT_CRP.RPT
Customer Services	CUS_SERV.RPT
Customers by Name	CUS_NAME.RPT
Emergency Contacts by Name	EMP_CNAM.RPT
Employee Call List	EMP_CALL.RPT
Employee Dictionary	DICT_EMP.RPT
Employee Dictionary by Attributes	DICT_SKE.RPT
Employee Summary	SUM_EMP.RPT
Employees by Attribute	SKL_EMP.RPT
Employees by Name	EMP_NAME.RPT
Equipment by Type	EQU_TYPE.RPT
Equipment by Vendor	EQU_VEND.RPT
Equipment Dictionary	DICT_EQU.RPT
Equipment Summary	SUM_EQU.RPT
Fields with Assigned Picklist	PCK_LIST.RPT
Group Type Dictionary	DICT_GRP.RPT
Group Types Listing	EQU_GRP.RPT
Location Dictionary	DICT_LOC.RPT
Location Summary	SUM_LOC.RPT
Offsite Location Inventories	LOC_INO.RPT

Print Plans Scripts

Omni Enterprises
Business Continuity Plan
Origination Date 2/16/98

Omni Response Text

1 Document Cover Page (cover.rpt)
2 Business Continuity Program Overview (PRGMOVRV.DOC)
3 Business Continuity Plan Overview (PLNOVRVW.DOC)
4 Business Continuity Policy (POLICY.DOC)
5 Crisis Management Plan Overview (CMTOVRVW.DOC)
6 Emergency Response Plan Overview (R1OVRVW.DOC)
7 Plan Administration (ADMIN.DOC)
8 Plan Maintenance (MAINTAIN.DOC)
9 Plan Exercise (EXERCISE.DOC)

Support Team Group

1 Plan Cover Page (cover1.rpt)
2 All Teams for a Vendor (TEM_VEND.RPT)
3 Attributes by Employee Dictionary (DICT_ESK.RPT)
4 Backup Locations by Name (LOC_NMB.RPT)
5 Backup Location Inventories (LOC_INB.RPT)
6 Control Locations by Name (LOC_NMC.RPT)
7 Control Location Inventories (LOC_INC.RPT)
8 Location Summary (SUM_LOC.RPT)
9 Offsite Locations by Name (LOC_NMO.RPT)
10 Offsite Location Inventories (LOC_INO.RPT)
11 Software Summary (SUM_SFT.RPT)
12 Supplies Summary (SUM_SUP.RPT)
13 Team Assignments By Resource (TEM_RES.RPT)
14 Telecom Line Equipment Summary (SUM_TEQU.RPT)
15 Telecom Lines Summary (SUM_TEL.RPT)

Response Bldg Group

1 Plan Cover Page (cover1.rpt)
2 Response Plan Execution Instructions (instru1.rpt)
3 Emergency Contacts by Name (EMP_CNAM.RPT)
4 Team Task Checklist (TEM_CHEK.RPT)
5 All Teams for an Employee (TEM_EMP.RPT)
6 Control Locations by Name (LOC_NMC.RPT)
7 Attributes by Employee (EMP_SKIL.RPT)
8 Employees by Name (EMP_NAME.RPT)
9 Priority Contact List (EMP_PRI.RPT)

Plan Names

- Plan Names by Description
- Plan Names by ID

Plan Names by Description
Response Phase

Quality Assurance
Business Continuity Plan
Origination Date 9/5/00

Plan ID	Description of Plan	Short Desc	Business Function	Department
P1OMDE	Omni Enterprises, Denver, Colorado	Denver, Colorado		
P1OMDEB3	Omni Enterprises, Denver, Bldg. 3	300 Valley Drive		
P1OMDEB4	Omni Enterprises, Denver, Bldg. 4	400 Valley Drive		
P1OMDEB5	Omni Enterprises, Denver, Bldg. 5	500 Valley Drive		
P1OMDEB6	Omni Enterprises, Denver, Bldg. 6	600 Valley Drive		
P1OMTA	Omni Enterprises, Tampa, Florida	Tampa, Florida		
P1OMTAB1	Omni Enterprises, Tampa, Bldg. 1	100 Walnut Lane		
P1OM	Omni Enterprises	Omni Enterprises		

Plan Names by ID

Omni Enterprises
Business Continuity Plan
Origination Date 2/16/98

Phase	***Plan***	***Description of Plan***
Constructing a Plan	S4	Stage 4: Plan Construction
	S3	Stage 3: Continuity Strategies
	S2	Stage 2: Business Impact Analysis
	S1	Stage 1: Project Initiation
	S5	Stage 5: Plan Exercise & Maint
Response Phase	P1OMDE	Omni Enterprises, Denver, Colorado
	P1OM	Omni Enterprises
	P1OMTAB1	Omni Enterprises, Tampa, Bldg. 1
	P1OMTA	Omni Enterprises, Tampa, Florida
	P1OMDEB6	Omni Enterprises, Denver, Bldg. 6
	P1OMDEB5	Omni Enterprises, Denver, Bldg. 5
	P1OMDEB3	Omni Enterprises, Denver, Bldg. 3
	P1OMDEB4	Omni Enterprises, Denver, Bldg. 4
Restoration Phase	P4OMDEB6	Omni Enterprises, Denver, Bldg. 6
	P4OMTAB1	Omni Enterprises, Tampa, Bldg. 1
	P4OMTA	Omni Enterprises, Tampa, Florida
	P4OM	Omni Enterprises
	P4OMDEB5	Omni Enterprises, Denver, Bldg. 5
	P4OMDEB4	Omni Enterprises, Denver, Bldg. 4
	P4OMDEB3	Omni Enterprises, Denver, Bldg. 3
	P4OMDE	Omni Enterprises, Denver, Colorado
Resumption/Recovery Phase	P2OMDEB4MA	Omni Enterprises, Denver, Bldg. 4, Marketing
	P2OMDE	Omni Enterprises, Denver, Colorado
	P2OMDEB6FA	Omni Enterprises, Denver, Bldg. 6, Facilities
	P2OMDEB3	Omni Enterprises, Denver, Bldg. 3
	P2OMDEB3MI	Omni Enterprises, Denver, Bldg. 3, MIS
	P2OMDEB4	Omni Enterprises, Denver, Bldg. 4
	P2OMDEB4FA	Omni Enterprises, Denver, Bldg. 4, Finance & Accounting
	P2OM	Omni Enterprises
	P2OMDEB4TR	Omni Enterprises, Denver, Bldg. 4, Trust
	P2OMDEB5	Omni Enterprises, Denver, Bldg. 5
	P2OMDEB5CS	Omni Enterprises, Denver, Bldg. 5, Customer Services
	P2OMDEB5EX	Omni Enterprises, Denver, Bldg. 5, Executive
	P2OMDEB5SE	Omni Enterprises, Denver, Bldg. 5, Securities
	P2OMDEB6DI	Omni Enterprises, Denver, Bldg. 6, Distribution
	P2OMDEB6HR	Omni Enterprises, Denver, Bldg. 6, Human Resources

Processes

- Process by Critical Ratings
- Process Configuration
- Process Dependencies
- Process Dictionary
- Process Equipment
- Process Equipment Summary
- Process Profiles
- Process Resources (Teams)
- Process Software
- Process Software Summary
- Process Supplies
- Process Supplies Summary
- Process Task Checklist
- Process Telecom
- Process Telecom Summary
- Process Vital Records

Process by Critical Ratings
Constructing a Plan
Stage 1: Project Initiation

Omni Enterprises
Business Continuity Plan
Origination Date 2/16/98

Description	Backup Available	Business Function	Critical Rating	Priority Sequence	Insurance Coverage
Prepare for Meeting with Senior Mgmt (PRC1.01)		Initiation	A	1	
Draft the Project Schedule (PRC1.02)		Initiation	A	2	1,000
Conduct Kickoff Meeting with Senior Mgmt (PRC1.03)		Initiation	A	3	
Form the Project Team (PRC1.04)		Initiation	A	4	2,000
Finalize the Detailed Project Schedule (PRC1.05)		Initiation	A	5	
Prepare the BIA Questionnaire (PRC1.06)		Initiation	A	6	
Conduct Second Senior Mgmt Meeting (PRC1.07)		Initiation	A	7	
Select BIA Questionnaire Recipients (PRC1.08)		Initiation	A	8	500
Introduce Project to Divisions/Dept Mgmt (PRC1.09)		Initiation	A	9	
Distribute BIA Questionnaire (PRC1.10)		Initiation	A	10	

Process Configuration

Resumption/Recovery Phase

Finance & Accounting

Quality Assurance

Business Continuity Plan

Origination Date 9/5/00

Process	Software Description	Equipment Description	Supply Description	Circuit/Telecom Code	Team Name
Incoming / Outgoing Wires	Accounts Receivable	386/33 NOVELL 1 GIG 386/20	IDT'S FEE PAYMENT UREI PROMISORY	8013 (TC013) 8018 (TC018) 8028 (TC028)	Business Operations
System Balancing	Microsoft Excel Accounts Payable Accounts Receivable	386/33 NOVELL 1 GIG 386/20	IDT'S FEE PAYMENT UREI PROMISORY	8013 (TC013) 8018 (TC018) 8028 (TC028)	Business Operations
Mailroom/Lockbox	LOTUS V4.0 for Windows Microsoft Excel	386/20	CERTIFIED MAIL AIRBORNE SUPPLY FED EX SUPPLIES		Emergency Response

Process Dependencies

Constructing a Plan
Stage 1: Project Initiation

Omni Enterprises

Business Continuity Plan
Origination Date 2/16/98

Conduct Kickoff Meeting with Senior Mgmt (PRC1.03)
Initiation (Business Function)
Dependencies:
Draft the Project Schedule (PRC1.02)
Initiation (Business Function)

Conduct Second Senior Mgmt Meeting (PRC1.07)
Initiation (Business Function)
Dependencies:
Prepare the BIA Questionnaire (PRC1.06)
Initiation (Business Function)

Distribute BIA Questionnaire (PRC1.10)
Initiation (Business Function)
Dependencies:
Introduce Project to Divisions/Dept Mgmt (PRC1.09)
Initiation (Business Function)

Draft the Project Schedule (PRC1.02)
Initiation (Business Function)
Dependencies:
Prepare for Meeting with Senior Mgmt (PRC1.01)
Initiation (Business Function)

Finalize the Detailed Project Schedule (PRC1.05)
Initiation (Business Function)
Dependencies:
Form the Project Team (PRC1.04)
Initiation (Business Function)

Form the Project Team (PRC1.04)
Initiation (Business Function)
Dependencies:
Conduct Kickoff Meeting with Senior Mgmt (PRC1.03)
Initiation (Business Function)

Introduce Project to Divisions/Dept Mgmt (PRC1.09)
Initiation (Business Function)
Dependencies:
Select BIA Questionnaire Recipients (PRC1.08)
Initiation (Business Function)

Prepare the BIA Questionnaire (PRC1.06)
Initiation (Business Function)
Dependencies:
Finalize the Detailed Project Schedule (PRC1.05)
Initiation (Business Function)

Process Dictionary

Quality Assurance
Business Continuity Plan
Origination Date 9/5/00

Description	Business Function	Allowable Delay	Insurance Coverage	Frequency	Time	Schedule Compliant	Backup Available	Type	Plan Dictionary
Send APC Premiums to Safeco (70097)	ANNUITY SERVICE	142						D	
Send AVP Transmittals to Ins (70099)	ANNUITY SERVICE	142						D	
Send Paperwork to Client (70064)	MARKETING	142						D	
Series 11 Date Roll (70131)	COMPUTER OPS	48						D	
Executable Location [NCS11.EXECUTE] GTM.EXE									
Series 11 NITEPIC (70132)	COMPUTER OPS	48						B	
Executable Location [NCS11.EXECUTE] NITPIC.EXE									
Series 11 Reports (70133)	COMPUTER OPS	48						B	
Executable Location [NCS11.EXECUTE]P RINT.EXE									
Service Requests (70021)	BROKER SERVICES	48						D	
Service Requests (70005)	INCOME SERVICES	48						D	
Service Requests (70117)	ANNUITY SERVICE	142						D	
Setting Up Conference Rooms (70070)	RECEPTIONIST	284						D	
Setup Appointment If Needed (70065)	MARKETING	142						D	

Process Equipment | **Omni Enterprises**

Resumption/Recovery Phase | *Business Continuity Plan*

Finance & Accounting | *Origination Date 2/16/98*

Incoming / Outgoing Wires (70044)

FINANCE

Equipment Type	PC			Standard Lead Time	24
Description	386/20			Critical Lead Time	12
Model #	COMPAQ	Equipment Group			
Quantity Required	0	Serial #		Percent Utilized	75

Requirements Over Time

Day 1	0	*Day 2*	0	*Day 3*	0	*Day 4*	0
Day 5	0	*Week 2*	0	*Week 3*	0	*Week 4*	0

Equipment Type	FILE SERVER			Standard Lead Time	48
Description	386/33 NOVELL 1.GIG			Critical Lead Time	12
Model #	COMPAX	Equipment Group			
Quantity Required	2	Serial #		Percent Utilized	100

Requirements Over Time

Day 1	1	*Day 2*	1	*Day 3*	1	*Day 4*	1
Day 5	2	*Week 2*	2	*Week 3*	2	*Week 4*	2

Mailroom/Lockbox (70128)

CO WIDE SERVICE

Equipment Type	PC			Standard Lead Time	0
Description	386/20			Critical Lead Time	0
Model #	COMPAQ	Equipment Group			
Quantity Required	0	Serial #		Percent Utilized	0

Requirements Over Time

Day 1	0	*Day 2*	0	*Day 3*	0	*Day 4*	0
Day 5	0	*Week 2*	0	*Week 3*	0	*Week 4*	0

System Balancing (70048)

FINANCE

Equipment Type	PC			Standard Lead Time	0
Description	386/20			Critical Lead Time	0
Model #	COMPAQ	Equipment Group			
Quantity Required	0	Serial #		Percent Utilized	0

Requirements Over Time

Day 1	3	*Day 2*	3	*Day 3*	3	*Day 4*	5
Day 5	5	*Week 2*	5	*Week 3*	5	*Week 4*	6

Process Equipment Summary
Resumption/Recovery Phase
Finance & Accounting

Omni Enterprises

Business Continuity Plan
Origination Date 2/16/98

	Quantity Required	Day 1	Day 2	Day 3	Day 4	Day 5	Week 2	Week 3	Week 4
Incoming / Outgoing Wires (70044)									
General Finance Functions									
386/20	6	2	2	3	3	4	4	5	6
386/33 NOVELL 1.GIG	2	1	1	1	1	2	2	2	2
System Balancing (70048)									
General Finance Functions									
386/20	0	3	3	3	5	5	5	5	6
386/33 NOVELL 1.GIG	0	1	1	1	1	1	1	1	2
Mailroom/Lockbox (70128)									
General Finance Functions									
386/20	1	1	1	1	1	1	1	1	1

Process Profiles | **Omni Enterprises**

Constructing a Plan | *Business Continuity Plan*

Stage 1: Project Initiation | *Origination Date 2/16/98*

Description	Backup Available	Business Function	Critical Rating	Priority Sequence	Insurance Coverage
Conduct Kickoff Meeting with Senior Mgmt (PRC1.03)		Initiation	A	3	
Conduct Second Senior Mgmt Meeting (PRC1.07)		Initiation	A	7	
Distribute BIA Questionnaire (PRC1.10)		Initiation	A	10	
Draft the Project Schedule (PRC1.02)		Initiation	A	2	1,000
Finalize the Detailed Project Schedule (PRC1.05)		Initiation	A	5	
Form the Project Team (PRC1.04)		Initiation	A	4	2,000
Introduce Project to Divisions/Dept Mgmt (PRC1.09)		Initiation	A	9	
Prepare for Meeting with Senior Mgmt (PRC1.01)		Initiation	A	1	
Prepare the BIA Questionnaire (PRC1.06)		Initiation	A	6	
Select BIA Questionnaire Recipients (PRC1.08)		Initiation	A	8	500

Process Resources (Teams)
Constructing a Plan
Stage 4: Plan Construction

Omni Enterprises
Business Continuity Plan
Origination Date 2/16/98

(PRC4.01) Define Scope/Number of Continuity Plans
Construction

Team Name/Description
Plan Construction 1
Team to define scope & number of plans

(PRC4.02) Develop Alternate Site Request Proposal
Construction

Team Name/Description
Plan Construction 2
Team to develop alternate site RFP

(PRC4.03) Define Continuity Team Organization
Construction

Team Name/Description
Plan Construction 3
Team to define business continuity team organizati

(PRC4.04) Conduct Meetings with Continuity Teams
Construction

Team Name/Description
Plan Construction 4
Team to conduct initial meetings with teams

(PRC4.05) Organize Plan Data
Construction

Team Name/Description
Plan Construction 5
Team to organize plan data

Process Software | **Omni Enterprises**

Resumption/Recovery Phase | *Business Continuity Plan*
Finance & Accounting | *Origination Date 2/16/98*

Incoming / Outgoing Wires (70044)
FINANCE
Accounts Receivable

Software Type	Midrange	License #	1100222
Quantity Required	3	Library Information	Storage Unit 1512

Requirements Over Time

Day 1	1	*Day 2*	1	*Day 3*	1	*Day 4*	1
Day 5	2	*Week 2*	2	*Week 3*	2	*Week 4*	3

Mailroom/Lockbox (70128)
CO WIDE SERVICE
LOTUS V4.0 for Windows

Software Type	PC/LAN Sof
Quantity Required	5

Requirements Over Time

Day 1	1	*Day 2*	1	*Day 3*	2	*Day 4*	2
Day 5	2	*Week 2*	2	*Week 3*	2	*Week 4*	5

Microsoft Excel

Software Type	PC/LAN Sof	Release	5.0	License #	1122344
Quantity Required	15			Library Information	Storage Unit 16C

Requirements Over Time

Day 1	5	*Day 2*	5	*Day 3*	5	*Day 4*	5
Day 5	5	*Week 2*	10	*Week 3*	10	*Week 4*	15

Process Software Summary
Resumption/Recovery Phase
Finance & Accounting

Omni Enterprises
Business Continuity Plan
Origination Date 2/16/98

	Quantity Required	Day 1	Day 2	Day 3	Day 4	Day 5	Week 2	Week 3	Week 4
Incoming / Outgoing Wires (70044)									
FINANCE									
Accounts Receivable	3	1	1	1	1	2	2	2	3
System Balancing (70048)									
FINANCE									
Accounts Receivable	0	0	0	0	0	0	0	0	0
Accounts Payable	2	1	1	1	1	1	1	1	2
Microsoft Excel	25	5	5	5	10	10	10	25	25
Mailroom/Lockbox (70128)									
CO WIDE SERVICE									
Microsoft Excel	15	5	5	5	5	5	10	10	15
LOTUS V4.0 for Windows	5	1	1	2	2	2	2	2	5

Process Supplies | **Omni Enterprises**
Resumption/Recovery Phase | *Business Continuity Plan*
Finance & Accounting | *Origination Date 2/16/98*

Mailroom/Lockbox (70128)
CO WIDE SERVICE
FED EX SUPPLIES (20186)

Category	Shipping
Lead Time	48
Quantity	100

Requirements Over Time

Day 1	20	Day 2	20	Day 3	20	Day 4	45
Day 5	45	Week 2	50	Week 3	75	Week 4	100

AIRBORNE SUPPLY (20185)

Category	Shipping
Lead Time	12
Quantity	100

Requirements Over Time

Day 1	25	Day 2	25	Day 3	25	Day 4	25
Day 5	50	Week 2	50	Week 3	100	Week 4	100

CERTIFIED MAIL (20184)

Category	Shipping
Lead Time	24
Quantity	20

Requirements Over Time

Day 1	10	Day 2	10	Day 3	10	Day 4	10
Day 5	10	Week 2	20	Week 3	20	Week 4	20

Process Supplies Summary

Resumption/Recovery Phase
Finance & Accounting

Omni Enterprises
Business Continuity Plan
Origination Date 2/16/98

	Quantity Required	Day 1	Day 2	Day 3	Day 4	Day 5	Week 2	Week 3	Week 4
Incoming / Outgoing Wires (70044)									
FINANCE									
UREI PROMISORY (20199)	2	1	1	1	1	1	2	2	2
FEE PAYMENT (20198)	3	1	1	1	2	2	2	3	3
IDT'S (20188)	10	5	5	5	5	5	10	10	10
System Balancing (70048)									
FINANCE									
UREI PROMISORY (20199)	3	2	2	2	2	2	2	2	3
FEE PAYMENT (20198)	25	5	5	5	10	10	10	20	25
IDT'S (20188)	10	2	2	2	5	5	5	10	10
Mailroom/Lockbox (70128)									
CO WIDE SERVICE									
FED EX SUPPLIES (20186)	100	20	20	20	45	45	50	75	100
AIRBORNE SUPPLY (20185)	100	25	25	25	25	50	50	100	100
CERTIFIED MAIL (20184)	20	10	10	10	10	10	20	20	20

Process Task Checklist
Resumption/Recovery Phase
Finance & Accounting

Omni Enterprises
Business Continuity Plan
Origination Date 2/16/98

(70128) Mailroom/Lockbox
CO WIDE SERVICE

Team Name/Description
Emergency Response - Provide immediate on-site management of emergency.

Team Leader

1. Consider legal and liability issues presented by the Emergency Management Team.
2. Obtain emergency, damage assessment and injury reports from the Emergency Management Team or Business Continuity Coordinator.
3. Obtain status report information from the Emergency Response Team Leader.
4. Review status, provide guidance, assign responsibilities and identify reporting requirements.
5. Work with Support Team Leaders to reassign personnel as necessary
6. Determine which teams require additional resources to operate effectively.

Team Member

1. Transfer personnel and materials to Restoration process sites.
2. Retrieve all required Restoration files and materials from off-site storage location(s) and, if possible, from the primary site.
3. Activate additional Restoration phase personnel required to relocate mainframe/midrange systems.
4. Resolve vendor problems associated with service and payments for services rendered.
5. Maintain contact with Information Systems support functions at Control Center.
6. Ensure interim procedures for the backup, rotation and retention of application and data files are followed.
7. Participate in Restoration meetings.
8. Report to the Radisson Palms emergency meeting location.
9. Travel to Tampa, Florida and report to the Radisson Palms Control Center.
10. Coordinate Restoration operations as assigned by the Crisis Management Team in advance or as delegated by the Business Continuity Management Team.
11. Evaluate impact of emergency situation company image and profitability.

Process Telecom
Resumption/Recovery Phase
Finance & Accounting

Omni Enterprises
Business Continuity Plan
Origination Date 2/16/98

Incoming / Outgoing Wires (70044)
FINANCE

0020 (TC020)

Critical Lead Time	12	Standard Lead Time	24	Percent Utilized	90
Quantity Required	35				

Requirements Over Time

Day 1	15	*Day 2*	15	*Day 3*	30	*Day 4*	30
Day 5	35	*Week 2*	35	*Week 3*	35	*Week 4*	35

0018 (TC018)

Critical Lead Time	12	Standard Lead Time	48	Percent Utilized	60
Quantity Required	25				

Requirements Over Time

Day 1	10	*Day 2*	10	*Day 3*	15	*Day 4*	15
Day 5	20	*Week 2*	20	*Week 3*	25	*Week 4*	25

0012 (TC012)

Critical Lead Time	24	Standard Lead Time	48	Percent Utilized	50
Quantity Required	75				

Requirements Over Time

Day 1	20	*Day 2*	20	*Day 3*	20	*Day 4*	20
Day 5	50	*Week 2*	50	*Week 3*	75	*Week 4*	75

Process Telecom Summary
Resumption/Recovery Phase
Finance & Accounting

Omni Enterprises
Business Continuity Plan
Origination Date 2/16/98

	Quantity Required	Day 1	Day 2	Day 3	Day 4	Day 5	Week 2	Week 3	Week 4
Incoming / Outgoing Wires (70044)									
FINANCE									
0020 (TC020)	35	15	15	30	30	35	35	35	35
0018 (TC018)	25	10	10	15	15	20	20	25	25
0012 (TC012)	75	20	20	20	20	50	50	75	75
System Balancing (70048)									
FINANCE									
0020 (TC020)	0	0	0	0	0	0	0	0	0
0018 (TC018)	0	0	0	0	0	0	0	0	0
0012 (TC012)	60	10	10	25	25	35	35	45	60

Process Vital Records
Resumption/Recovery Phase
Finance & Accounting

Omni Enterprises
Business Continuity Plan
Origination Date 2/16/98

Incoming / Outgoing Wires (70044)
FINANCE

Network Phone Numbers (V5006)

Department	Information Systems	
Location	Building Five	
Form Number	303030	Archive
Media Type	Disk/Paper	Backup

Business Continuation Plan (V5002)

Department	Billing Services	
Location	Building Three	
Form Number	D500400400	Archive
Media Type	Disk	Backup

Procedures Manual (V5001)

Department	All Departments	
Location	Building Five	
Form Number	P60606060	Archive
Media Type	Paper	Backup

Software

- Software by Description
- Software Dictionary
- Software Summary

Software by Description
Resumption/Recovery Phase
Finance & Accounting

Omni Enterprises
Business Continuity Plan
Origination Date 2/16/98

Microsoft Excel (APP-0116)

Software Type	PC/LAN Sof	License #	1122344	Space Required	0
Release	5.0	Software Level		Serial # Dependency	N
Quantity Required	6	Library Information	Storage Unit 16C		

Requirements Over Time

Day 1	1	*Day 2*	2	*Day 3*	4	*Day 4*	4
Day 5	6	*Week 2*	6	*Week 3*	6	*Week 4*	6

Microsoft Office (APP-0117)

Software Type	PC/LAN Sof	License #		Space Required	0
Release		Software Level		Serial # Dependency	N
Quantity Required	3	Library Information			

Requirements Over Time

Day 1	3	*Day 2*	3	*Day 3*	3	*Day 4*	3
Day 5	3	*Week 2*	3	*Week 3*	3	*Week 4*	3

Software Dictionary

Quality Assurance
Business Continuity Plan
Origination Date 9/5/00

Software Description	Software Type	Software Level	Release	License #	Space Required	Serial # Dependency	Plan Dictionary
Accounts Payable (APP-0246)	Midrange						
Accounts Receivable (APP-0249)	Midrange						
Arcus - Trust System (APP-243)	Midrange						
Bysnc - Securities Systems (APP-0242)	Midrange						
Bytes-Payroll System (APP-0239)	Midrange						
CC-Mail (APP-0032)	PC/LAN Sof						
dBase IV V2.0 for DOS (APP-0053)	PC/LAN Sof						
Excel V5.0 (APP-0065)	PC/LAN Sof						
Excel(LAN) (APP-0066)	PC/LAN Sof						
Expense Check (APP-0245)	Midrange						
Harvard (APP-0091)	PC/LAN Sof						
Harvard V2.0 for Windows (APP-0092)	PC/LAN Sof						
Infotrax - Tax System (APP-0238)	Midrange						
Lan /Wan Access (APP-0107)	PC/LAN Sof						
LAN Connection (APP-0108)	PC/LAN Sof						
LanView (APP-0109)	PC/LAN Sof						
LDRPS (S1000001)	PC/LAN sof	v.8					

Software Summary

Omni Enterprises
Business Continuity Plan
Origination Date 2/16/98

	Quantity Required	Day 1	Day 2	Day 3	Day 4	Day 5	Week 2	Week 3	Week 4
Microsoft Excel									
Finance & Accounting	6	1	2	4	4	6	6	6	6
Marketing	5	1	3	3	3	5	5	5	5
	11	2	5	7	7	11	11	11	11
Microsoft Office									
Finance & Accounting	3	3	3	3	3	3	3	3	3
Marketing	1	1	1	1	1	1	1	1	1
Trust	0	0	0	0	0	0	0	0	0
	4	4	4	4	4	4	4	4	4
Microsoft Project									
Denver, Colorado	3	1	1	2	3	3	3	3	3
300 Valley Drive	7	0	0	1	1	1	5	5	7
Information Systems	20	5	5	5	5	10	10	20	20
	30	6	6	8	9	14	18	28	30
Network Operating System									
Information Systems	2	0	0	0	0	0	0	0	0
	2	0	0	0	0	0	0	0	0
Novell V3.12									
Information Systems	3	0	0	0	0	0	0	0	0
	3	0	0	0	0	0	0	0	0
Windows									
Denver, Colorado	0	1	1	2	3	3	3	3	3
	0	1	1	2	3	3	3	3	3
Word for Windows									
Information Systems	3	1	1	3	3	3	3	3	3
	3	1	1	3	3	3	3	3	3

Supplies

- Supplies by Description
- Supplies by Vendor
- Supplies Summary
- Supply Dictionary

Supplies by Description

Response Phase
Denver, Colorado

Omni Enterprises
Business Continuity Plan
Origination Date 2/16/98

BINDERS (Three Ring) (20296) — Current Location: Vendor
Category: Office — Vendor Name: Paper Systems (1031)

Requirements Over Time

Day 1	7	*Day 2*	7	*Day 3*	7	*Day 4*	8
Day 5	10	*Week 2*	10	*Week 3*	30	*Week 4*	40

PAPER - PINK (20194) — Current Location: Bldg Premises
Category: Paper — Vendor Name:

Requirements Over Time

Day 1	1	*Day 2*	1	*Day 3*	4	*Day 4*	4
Day 5	6	*Week 2*	6	*Week 3*	10	*Week 4*	10

PAPER - WHITE (20190) — Current Location: Bldg Premises
Category: Paper — Vendor Name:

Requirements Over Time

Day 1	5	*Day 2*	5	*Day 3*	6	*Day 4*	6
Day 5	6	*Week 2*	7	*Week 3*	9	*Week 4*	10

PENCILS (20285) — Current Location: Hilton
Category: Supplies — Vendor Name:

Requirements Over Time

Day 1	0	*Day 2*	0	*Day 3*	0	*Day 4*	0
Day 5	0	*Week 2*	0	*Week 3*	0	*Week 4*	0

PENS (20283) — Current Location: Hilton
Category: Supplies — Vendor Name:

Requirements Over Time

Day 1	10	*Day 2*	15	*Day 3*	15	*Day 4*	15
Day 5	15	*Week 2*	20	*Week 3*	30	*Week 4*	40

POST-IT NOTES (Large) (20303) — Current Location: Vendor
Category: Supplies — Vendor Name: Paper Systems (1031)

Requirements Over Time

Day 1	7	*Day 2*	7	*Day 3*	7	*Day 4*	10
Day 5	10	*Week 2*	15	*Week 3*	15	*Week 4*	20

Supplies by Vendor
Response Phase
Denver, Colorado

Omni Enterprises
Business Continuity Plan
Origination Date 2/16/98

Paper Systems (1031)

BINDERS (Three Ring) (20296) — Current Location: Vendor
Category: Office

Requirements Over Time

Day 1 7	*Day 2* 7	*Day 3* 7	*Day 4* 8
Day 5 10	*Week 2* 10	*Week 3* 30	*Week 4* 40

LASER PAPER (20209) — Current Location: Copier Room
Category: Paper

Requirements Over Time

Day 1 0	*Day 2* 0	*Day 3* 0	*Day 4* 0
Day 5 0	*Week 2* 0	*Week 3* 0	*Week 4* 0

PAPER - PINK (20194) — Current Location: Bldg Premises
Category: Paper

Requirements Over Time

Day 1 1	*Day 2* 1	*Day 3* 4	*Day 4* 4
Day 5 6	*Week 2* 6	*Week 3* 10	*Week 4* 10

PAPER - WHITE (20190) — Current Location: Bldg Premises
Category: Paper

Requirements Over Time

Day 1 5	*Day 2* 5	*Day 3* 6	*Day 4* 6
Day 5 6	*Week 2* 7	*Week 3* 9	*Week 4* 10

POST-IT NOTES (Large) (20303) — Current Location: Vendor
Category: Supplies

Requirements Over Time

Day 1 7	*Day 2* 7	*Day 3* 7	*Day 4* 10
Day 5 10	*Week 2* 15	*Week 3* 15	*Week 4* 20

Supplies Summary

Omni Enterprises
Business Continuity Plan
Origination Date 2/16/98

	Quantity Required	Day 1	Day 2	Day 3	Day 4	Day 5	Week 2	Week 3	Week 4
BINDERS (Three Ring)									
Omni Enterprises	0	2	2	2	2	3	3	4	4
Denver, Colorado	0	7	7	7	8	10	10	30	40
	0	9	9	9	10	13	13	34	44
CALCULATORS /W RIBBON									
Omni Enterprises	0	8	8	8	9	9	9	9	10
	0	8	8	8	9	9	9	9	10
CARTRIDGE TAPES									
Denver, Colorado	0	10	10	10	15	15	20	20	50
	0	10	10	10	15	15	20	20	50
CERTIFIED MAIL									
Marketing	0	2	2	2	2	2	2	3	3
Finance & Accounting	0	2	2	2	3	3	3	3	3
	0	4	4	4	5	5	5	6	6
CHAIRS									
Omni Enterprises	0	25	25	25	35	35	50	50	70
	0	25	25	25	35	35	50	50	70
CONSOLE RIBBONS									
Denver, Colorado	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0
DIS CHECK REQUS									
Omni Enterprises	0	2	2	3	3	4	4	4	4
	0	2	2	3	3	4	4	4	4
DRY ERASE MARKERBOARD									
Omni Enterprises	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0

Supply Dictionary

Quality Assurance
Business Continuity Plan
Origination Date 9/5/00

Description	Current Location	Category	Lead Time	Offsite Vault	Stock Agreement	Plan Dictionary
CARTRIDGE TAPES (20210)	Computer Room	Media				
CASH RECEIPTS (20081)	Terms and Trans					
CERTIFIED MAIL (20184)	Co Wide Service	Shipping				
CHAIRS (20290)	Vendor	Office				
CHECK BINDER (20008)	Income Process					
CHECK LOGIN (20007)	Income Process			✓	✓	
CHECK REQUESTS (20075)	Terms and Trans					
CHECK REQUESTS (20010)	Income Process					
CHECK REQUESTS (20048)	Emp Benefits					
CIA FORMS (IRA) (20173)	Annuity Service					
CIA FORMS FIAC (20169)	Annuity Service					
CIA NON-FIAC (20170)	Annuity Service					
CLOSE TICKETS (20080)	Terms and Trans					
COMMERCE CLEAR (20159)	Custody Service					
CONFIRM/NET (20157)	Trading					
CONSOLE RIBBONS (20211)	I/O Room	Printer				
COPIER PAPER (20187)	Co Wide Service	Paper				
COPIER TONER (20196)	Bldg Premises	Copier				
CORP RESOLUTION (20124)	New Accounts					
CORP RESOLUTION (20035)	Emp Benefits					
CORP RESOLUTION (20071)	Terms and Trans					
CORPORATE SEAL (20073)	Terms and Trans					
CORPORATE SEAL (20120)	New Accounts					
CRT TICKETS (20180)	Annuity Service					

Tasks

- Tasks Dictionary
- Team Task Checklist
- Task Team Dependencies

Task Dictionary

Omni Enterprises
Business Continuity Plan
Origination Date 2/17/98

		Estimated Duration (hours)
STG1402	Discuss the continuity planning project, senior management's commitment to the project, the continuity planning methodology, and the initial project plan that was developed.	1
STG1403	Clearly delineate the roles of the project team members.	1
STG1501	Obtain and review the detailed project schedules from all project team members.	2
STG1502	Finalize the project's scope statement and planning assumptions.	2
STG1503	Finalize the overall project schedule.	4
STG1601	Prepare a BIA questionnaire, introduction memo, and questionnaire instructions to gather information from the business operations to be surveyed. The survey template in Strohl Systems "BIA Professional" software contains questions specifically designed to gather this information in the most accurate manner.	16
STG1602	Survey financial impacts to the organization resulting from each business operation's inability to conduct operations for a prolonged period of time.	2
STG1603	Survey operational impacts relating to each business operation.	2
STG1604	Survey extraordinary expenses involved in continuing operations after a disruption.	2
STG1605	Survey the current state of preparedness to resume business operations.	2
STG1606	Survey season impacts relating to each business operation.	2
STG1607	Survey the technology requirements for resumption and recovery.	2
STG1608	Survey other special resumption and recovery resources.	2
STG1609	Survey Information Systems support for resumption of time-sensitive operations.	2
STG1701	Conduct a second senior management meeting to review revised project schedule, the project scope statement, and the planning assumptions.	2
STG1702	Based on management feedback, revise the proposed schedule overview documentation, as necessary, until approval is obtained.	2

Team Task Checklist
Resumption/Recovery Phase
Omni Enterprises

Omni Enterprises
Business Continuity Plan
Origination Date 2/19/98

Business Continuity - Team Leader

BCC20032

Work with the Business Continuity Management Team to activate Business Operations with time sensitive functions.

BCC20031

Coordinate information exchange and decision making between the Crisis Management Team and the Business Continuity Management Team.

BCC20030

Coordinate Resumption tasks on behalf of the Crisis Management Team.

BCC20029

Communicate any declaration authorizations to the Business Continuity and Resumption Management Teams as appropriate.

BCC20028

Monitor the evolving situation as appropriate.

BCC20027

Maintain communications with the Crisis Management Team.

BCC20026

Coordinated and facilitate Resumption process operations as assigned by senior management in advance or as delegated by the Business Continuity Management Team.

BCC20025

Function as the main liaison between senior management and the Business Continuity Management Team.

Team Task Dependencies
Constructing a Plan
Stage 1: Project Initiation

Omni Enterprises
Business Continuity Plan
Origination Date 2/17/98

Project Initiation 1 - Coordinator

The following must be completed by other teams before continuing:
Stage 1: Project Initiation
Project Initiation 1 - Coordinator
STG1103 Review your organization to determine what resources should be assigned to the project team. Select the team that seems appropriate for your organization and scope of planning.
STG1102 Review any pertinent laws and regulations.

STG1101 Review the pertinent sections of the Business Continuity Planning Guide.

The following must be completed by other teams before continuing:
Stage 1: Project Initiation
Project Initiation 1 - Coordinator
STG1101 Review the pertinent sections of the Business Continuity Planning Guide.

STG1102 Review any pertinent laws and regulations.

The following must be completed by other teams before continuing:
Stage 1: Project Initiation
Project Initiation 1 - Coordinator
STG1102 Review any pertinent laws and regulations.

STG1103 Review your organization to determine what resources should be assigned to the project team. Select the team that seems appropriate for your organization and scope of planning.

The following must be completed by other teams before continuing:
Stage 1: Project Initiation
Project Initiation 1 - Coordinator
STG1103 Review your organization to determine what resources should be assigned to the project team. Select the team that seems appropriate for your organization and scope of planning.

STG1104 Review any existing enterprise-wide continuity policies, strategies, and procedures relative to emergency response or continuity operations.

The following must be completed by other teams before continuing:
Stage 1: Project Initiation
Project Initiation 1 - Coordinator
STG1104 Review any existing enterprise-wide continuity policies, strategies, and procedures relative to emergency response or continuity operations.

STG1105 Review any continuity plans which are in place within your organization. Are they effective models for your project?

The following must be completed by other teams before continuing:
Stage 1: Project Initiation
Project Initiation 1 - Coordinator
STG1105 Review any continuity plans which are in place within your organization. Are they effective models for your project?

STG1106 Research any local events in the recent past (fires, severe weather, major equipment failures, etc.) that had or could have had a negative effect on your organization.

Teams

- All Teams for a Customer
- All Teams for a Vendor
- All Teams for an Employee
- Team Assignments by Resource
- Team Definitions
- Team Organizations by Name
- Team Summary
- Unassigned Team Positions

All Teams for a Customer

Omni Enterprises
Business Continuity Plan
Origination Date 2/16/98

	Plan	Approval Limit	Priority	Critical	Primary
Clara Jones (CR500000015)					
Business Continuity - Team Member	Omni Enterprises	$100	2		
Gerry Rogers (CR500000014)					
Crisis Mgmt - Team Leader	Omni Enterprises	$300	1		
Business Continuity - Team Leader	Omni Enterprises	$750	1		

All Teams for a Vendor

Omni Enterprises
Business Continuity Plan
Origination Date 2/16/98

	Plan	Approval Limit	Priority	Critical	Primary
Maureen Hawkins (VR500000001)					
Business Continuity - Team Leader	Omni Enterprises	$750	1		
Crisis Mgmt - Team Leader	Omni Enterprises	$300	1		
Jack Quincy (VR500000002)					
Crisis Mgmt - Team Member	Omni Enterprises	$75	2		

All Teams for an Employee

Omni Enterprises
Business Continuity Plan
Origination Date 2/16/98

	Plan	Approval Limit	Priority	Critical	Primary
Pat Haulsey (6121)					
Emergency Management - Team Member	600 Valley Drive		2		
Becky Kuehnle (6200)					
Emergency Response - Team Leader-Alt.	600 Valley Drive				
Emergency Management - Team Leader	600 Valley Drive	$1 ,000	1		
Sharon Lovelice (6116)					
Emergency Management - Team Member	600 Valley Drive		2		
Karen McMann (6160)					
Emergency Response - Team Leader	600 Valley Drive	$750	1		
Helen Oyer (6151)					
Emergency Response - Team Member	600 Valley Drive	$200	2		
Victoria Spinosa (6108)					
Emergency Response - Team Member	600 Valley Drive	$200	2		

Team Assignments By Resource

Client Server Test
Business Continuity Plan
Origination Date 2/19/98

Employees	Team	Plan
Lee Beecham	Emergency Response	Omni Enterprises, Denver, Bldg. 3
Gerry Benton	Finance/Accounting	Omni Enterprises, Denver, Colorado
Alister Billings	Human Resources Crisis Management	Omni Enterprises
Sara Lee Bligh	Human Resources Crisis Management	Omni Enterprises
Jeff Brath	Facilities	Omni Enterprises, Denver, Colorado
Feca Bryant	Information Systems	Omni Enterprises, Denver, Colorado
Ken Burtone	Crisis Management	Omni Enterprises
Art Byron	Crisis Management Human Resources Crisis Management Emergency Management	Omni Enterprises Omni Enterprises, Denver, Bldg. 5
George Campbell	Business Continuity Risk Management	Omni Enterprises Omni Enterprises, Denver, Colorado
Mary Celloni	Finance/Accounting	Omni Enterprises, Denver, Colorado
Camalla Cominski	Crisis Management Human Resources Crisis Management Emergency Response Emergency Management	Omni Enterprises Omni Enterprises, Denver, Bldg. 4
Sandy Denniville	Emergency Response	Omni Enterprises, Tampa, Bldg. 1
Homer Easton	Emergency Management	Omni Enterprises, Denver, Bldg. 5
Jennifer Eisner	Emergency Response	Omni Enterprises, Tampa, Bldg. 1
Felicia Erickson	Emergency Response Information Systems	Omni Enterprises, Denver, Bldg. 3 Omni Enterprises, Denver, Colorado
Leonard Ford	Crisis Management Human Resources Crisis Management Emergency Management	Omni Enterprises Omni Enterprises, Denver, Bldg. 5
Alan Goldwyn	Emergency Response	Omni Enterprises, Denver, Bldg. 5

1

Team Definitions

Response Phase
Denver, Colorado

Omni Enterprises
Business Continuity Plan
Origination Date 2/17/98

Team Name	*Reports To*	*Dependent Team*
Assess/Salvage Obtain preliminary damage and salvage assessment.	Operations Manager (P2OMDEB3MI)	Facilities (P1OMDE)
Facilities Provide expertise regarding company facilities.	Vice President (P2OMDEB3MI)	Response Support (P1OMDE)
HAZMAT Assess level of contamination caused by incident.	Plant Manager (P2OMDEB3MI)	Public Relations (P1OMDE)
Human Resources Manage all human resource matters.	President (P2OMDEB3MI)	Facilities (P1OMDE)
Internal Comm Collect and disseminate information to personnel.	Team Leader (P2OMDEB3MI)	Public Relations (P1OMDE)
Public Relations Communicate information to the public and media.	President (P2OMDEB3MI)	Human Resources (P1OMDE)
Response Support Manage/Coordinate support for emergency situations	President (P2OMDEB3MI)	Safety and Security (P1OMDE)
Risk Management Provide information about risk/insurance coverage.	Director of Finance (P2OMDEB3MI)	Response Support (P1OMDE)
Safety and Security Ensure safety of company personnel and facilities.	President (P2OMDEB3MI)	Facilities (P1OMDE)

Team Organizations by Name
Response Phase
600 Valley Drive

Omni Enterprises
Business Continuity Plan
Origination Date 2/16/98

	Home Phone	Work Phone	Company
Emergency Management - Team Leader			
Employees			
Becky Kuehnle	558-545-3038	576-771-1111 x166	
Emergency Management - Team Member			
Employees			
Pat Haulsey	786-373-7322	223-771-1111 x301	
Sharon Lovelice	876-757-6660	443-771-1111 x139	
Customers			
Jenny Tudor			Asset Management Group
Emergency Response - Team Leader			
Employees			
Karen McMann	448-574-6067	225-771-1111 x503	
Emergency Response - Team Leader-Alt.			
Employees			
Becky Kuehnle	558-545-3038	576-771-1111 x166	
Customers			
Jill Battey			Bell Atlantic
Emergency Response - Team Member			
Employees			
Helen Oyer	578-650-3650	376-771-1111 x265	
Victoria Spinosa	785-741-1574	683-771-1111 x282	

Team Summary
Response Phase
600 Valley Drive

Omni Enterprises
Business Continuity Plan
Origination Date 2/16/98

Team Summary

The following teams will accomplish specific tasks during a disaster. The rest of this document contains detailed instructions on what each team is going to do.

		Total Tasks	Duration
Emergency Management	Team Leader	5	7
	Team Member	7	9
Emergency Response	Team Leader	7	10
	Team Leader-Alt.	5	8
	Team Member	3	4

Emergency Management

Team Leader

1. Report to the Hilton emergency meeting location.
2. Provide the Notification Team with Resumption Operation, Support and Information Systems Management Team contact information.
3. Activate the Hilton Control Center.
4. Activate the Resumption Support Management Team.
5. Deactivate the Emergency Response Team when appropriate.

Team Member

1. Establish and maintain communications with the CMT regarding Response progress.
2. Contact Hazardous Material and Environmental specialists.
3. Coordinate the accumulation of information for use in preparing a media presentation.
4. Establish facility security in addition to local police presence.
5. Provide facility schematics and diagrams to fire and rescue personnel.
6. Report to the Hilton emergency meeting location.
7. Contact the Hilton regarding the use of its facility.

Unassigned Team Positions
Response Phase
600 Valley Drive

Omni Enterprises
Business Continuity Plan
Origination Date 2/16/98

Team Name	*Position*	*Approval Limit*	*Priority*	*Critical*
Emergency Management	Team Messenger	$300	1	
	Team Clerk	$300	2	
Emergency Response	Team medical officer	$200	1	

Telecom

- Telecom Dictionary
- Telecom Line Equipment
- Telecom Line Equipment Summary
- Telecom Lines by Code
- Telecom Lines by Vendor
- Telecom Lines Summary

Telecom Dictionary

Quality Assurance
Business Continuity Plan
Origination Date 9/5/00

Circuit Number | Telecom Code	Type of Line	Closet #	Protocol	Speed	Dedicated	Service Type	Lead Time	Units	Plan Dictionary
0001 (TC001)	Alternate		Voice	19.2	✓	Site Pre-w			
0002 (TC002)	Alternate		Voice	19.2	✓	Site Pre-w			
0003 (TC003)	Alternate		Voice	19.2		Site Net W			
0004 (TC004)	Alternate		Voice	19.2		Total Line			
0005 (TC005)	Phone Set-		Voice	19.2	✓	Rollover			
0006 (TC006)	Phone Set-		Voice	19.2	✓	Rollover			
0007 (TC007)	Phone Set-		Voice	19.2		Multi-Line			
0008 (TC008)	Phone Set-		Voice	19.2		Direct Dia			
0009 (TC009)	Phone Set-		Voice	9.6		Head Sets			
0010 (TC010)	Phone Set-		Voice	9.6		Fax Lines			
0011 (TC011)	Phone Set-		Voice	9.6	✓	Dialup Lin			
0012 (TC012)	Phone Set-		Voice	9.6		Other:			
0013 (TC013)	Alternate		Data	14.4		Site Pre-w			
0014 (TC014)	Alternate		Data	14.4		Site Pre-w			
0015 (TC015)	Alternate		Data	14.4		Site Net W			
0016 (TC016)	Alternate		Data	14.4		Total Line			
0017 (TC017)	System Lin		Data	14.4		PC/Worksta			
0018 (TC018)	System Lin		Data	14.4		Fileserver			
0019 (TC019)	System Lin		Data	14.4		Terminals			
0020 (TC020)	System Lin		Data	14.4		System Pri			
0021 (TC021)	System Lin		Data	14.4		Other:			
0022 (TC022)	Connectivi		Data	14.4		Token Ring			
0023 (TC023)	Connectivi		Data	14.4		Token Ring			
0024 (TC024)	Connectivi		Data	14.4		Ethernet W			
0025 (TC025)	Connectivi		Data	14.4		Ethernet A			

Telecom Line Equipment
Response Phase
600 Valley Drive

Omni Enterprises
Business Continuity Plan
Origination Date 2/16/98

TC004 (0004)

Equipment Type	CARTRIDGE DRIVE		
Equipment Group	DATA	Critical Lead Time	1
Description	TZ85	Standard Lead Time	1
Model #	DEC	Percent Utilized	30
Quantity Required	7		

Requirements Over Time

Day 1	2	*Day 2*	4	*Day 3*	5	*Day 4*	5
Day 5	5	*Week 2*	5	*Week 3*	5	*Week 4*	7

TC007 (0007)

Equipment Type	BACKUP UNIT		
Equipment Group	DATA	Critical Lead Time	1
Description	MOUNTAIN	Standard Lead Time	1
Model #	CARD	Percent Utilized	25
Quantity Required	4		

Requirements Over Time

Day 1	2	*Day 2*	2	*Day 3*	2	*Day 4*	2
Day 5	2	*Week 2*	2	*Week 3*	2	*Week 4*	4

TC021 (0021)

Equipment Type	BACKUP UNIT		
Equipment Group	DATA	Critical Lead Time	1
Description	MOUNTAIN	Standard Lead Time	1
Model #	CARD	Percent Utilized	50
Quantity Required	4		

Requirements Over Time

Day 1	2	*Day 2*	2	*Day 3*	2	*Day 4*	2
Day 5	2	*Week 2*	3	*Week 3*	3	*Week 4*	4

Telecom Line Equipment Summary

Omni Enterprises
Business Continuity Plan
Origination Date 2/17/98

	Quantity Required	*Day 1*	*Day 2*	*Day 3*	*Day 4*	*Day 5*	*Week 2*	*Week 3*	*Week 4*
0004 (TC004)									
TZ85									
600 Valley Drive	10	2	5	5	5	5	6	7	10
300 Valley Drive	10	2	5	5	5	5	6	7	10
	20	4	10	10	10	10	12	14	20
0006 (TC006)									
Telephone									
Denver, Colorado	3	1	1	1	1	1	2	2	3
	3	1	1	1	1	1	2	2	3
0007 (TC007)									
MOUNTAIN									
600 Valley Drive	4	2	2	2	2	2	2	2	4
	4	2	2	2	2	2	2	2	4
0010 (TC010)									
Telephone									
Denver, Colorado	3	1	1	1	1	1	2	2	3
	3	1	1	1	1	1	2	2	3
0017 (TC017)									
3196									
Denver, Colorado	0	0	0	0	0	0	0	0	0
Finance & Accounting	0	0	0	0	0	0	0	0	0
Marketing	0	0	0	0	0	0	0	0	0
Trust	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0
CIMS MAINFRAME									
Denver, Colorado	0	0	0	0	0	0	0	0	0
Finance & Accounting	0	0	0	0	0	0	0	0	0
Marketing	0	0	0	0	0	0	0	0	0
Trust	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0

Telecom Lines by Code
Response Phase
600 Valley Drive

Omni Enterprises
Business Continuity Plan
Origination Date 2/16/98

TC004 (0004)

Route	Phil/Pittsburgh	Vendor Name	NCR
Type of Line	Alternate	Service Type	Total Line
Speed	19.2	Lead Time	1
Protocol	Voice	Rental Cost	65
Traffic Volume		Maintenance Cost	20
Quantity Required	10	Maintenance Vendor Name	LDI

Requirements Over Time

Day 1	3	*Day 2*	3	*Day 3*	3	*Day 4*	3
Day 5	3	*Week 2*	6	*Week 3*	8	*Week 4*	10

TC007 (0007)

Route	Headquarters/Affiliate Office	Vendor Name	Scott Rice
Type of Line	Phone Set-	Service Type	Multi-Line
Speed	19.2	Lead Time	1
Protocol	Voice	Rental Cost	37
Traffic Volume	100	Maintenance Cost	23
Quantity Required	12	Maintenance Vendor Name	Xcitek

Requirements Over Time

Day 1	4	*Day 2*	4	*Day 3*	4	*Day 4*	4
Day 5	4	*Week 2*	8	*Week 3*	10	*Week 4*	12

TC021 (0021)

Route	Phil/Dallas	Vendor Name	LDI
Type of Line	System	Service Type	Other:
Speed	14.4	Lead Time	2
Protocol	Data	Rental Cost	234
Traffic Volume	200	Maintenance Cost	170
Quantity Required	12	Maintenance Vendor Name	NCR

Requirements Over Time

Day 1	3	*Day 2*	4	*Day 3*	5	*Day 4*	7
Day 5	8	*Week 2*	9	*Week 3*	11	*Week 4*	12

Telecom Lines by Vendor	**Omni Enterprises**
Response Phase	*Business Continuity Plan*
600 Valley Drive	*Origination Date 2/16/98*

LDI (1010)

TC021 (0021)

Route	Phil/Dallas		
Type of Line	System	Service Type	Other:
Speed	14.4	Lead Time	2
Protocol	Data	Rental Cost	234
Traffic Volume	200	Maintenance Cost	170
Quantity Required	12	Maintenance Vendor Name	NCR

Requirements Over Time

Day 1	3	*Day 2*	4	*Day 3*	5	*Day 4*	7
Day 5	8	*Week 2*	9	*Week 3*	11	*Week 4*	12

NCR (1008)

TC004 (0004)

Route	Phil/Pittsburgh		
Type of Line	Alternate	Service Type	Total Line
Speed	19.2	Lead Time	1
Protocol	Voice	Rental Cost	65
Traffic Volume		Maintenance Cost	20
Quantity Required	10	Maintenance Vendor Name	LDI

Requirements Over Time

Day 1	3	*Day 2*	3	*Day 3*	3	*Day 4*	3
Day 5	3	*Week 2*	6	*Week 3*	8	*Week 4*	10

Scott Rice (1002)

TC007 (0007)

Route	Headquarters/Affiliate Office		
Type of Line	Phone Set-	Service Type	Multi-Line
Speed	19.2	Lead Time	1
Protocol	Voice	Rental Cost	37
Traffic Volume	100	Maintenance Cost	23
Quantity Required	12	Maintenance Vendor Name	Xcitek

Requirements Over Time

Day 1	4	*Day 2*	4	*Day 3*	4	*Day 4*	4
Day 5	4	*Week 2*	8	*Week 3*	10	*Week 4*	12

Telecom Lines Summary

Omni Enterprises
Business Continuity Plan
Origination Date 2/17/98

	Quantity Required	Day 1	Day 2	Day 3	Day 4	Day 5	Week 2	Week 3	Week 4
0004 (TC004)									
600 Valley Drive	10	3	3	3	3	3	6	8	10
300 Valley Drive	5	2	2	2	3	3	3	4	4
	15	5	5	5	6	6	9	12	14
0006 (TC006)									
Denver, Colorado	1	1	1	1	1	1	2	2	3
	1	1	1	1	1	1	2	2	3
0007 (TC007)									
600 Valley Drive	12	4	4	4	4	4	8	10	12
	12	4	4	4	4	4	8	10	12
0010 (TC010)									
Denver, Colorado	1	1	1	1	1	1	2	2	3
	1	1	1	1	1	1	2	2	3
0012 (TC012)									
Finance & Accounting	15	1	5	5	5	7	7	9	15
Marketing	8	2	2	3	3	4	4	8	8
Trust	0	0	0	0	0	0	0	0	0
	23	3	7	8	8	11	11	17	23
0017 (TC017)									
Denver, Colorado	12	5	5	5	5	6	6	7	10
Finance & Accounting	12	6	6	6	9	9	9	12	12
Marketing	19	5	5	5	10	10	10	15	19
Trust	0	0	0	0	0	0	0	0	0
	43	16	16	16	24	25	25	34	41
0018 (TC018)									
Finance & Accounting	25	10	10	10	10	15	15	20	25
	25	10	10	10	10	15	15	20	25

Vendors

- Vendor Dictionary
- Vendor Representative Dictionary
- Vendor Representative Internal Contact
- Vendor Representatives
- Vendor Services
- Vendors by Name

Vendor Dictionary

Omni Enterprises
Business Continuity Plan
Origination Date 2/16/98

Vendor Name	*Phone Numbers*	*Agreement*	*Category*	*Plan Dictionary*
Airborne Overnight (1067) Denver, CO	453-456-4444	4542100-H	Courier	
American Business Equipment (1043) 2201 Stone Street Denver, CO 80222	453-292-2122	2904	Equipment	
American Envelope (1025) 5000 Kingston Street P.O. Box 39399 Denver, CO 80239	453-373-5900	12-PPLL	Printing	P1OMDEB5
Bank Of Littleburgen (1042) 5601 South Broadway Littleton, CO 80111	453-794-4291 663-794-9404 (Alternate)	TY-65F	Courier	P1OMTA
Blaze SSI Systems (1001) P.O. Box 333 Brielle, NJ	891-223-5575	JT654	Software	P1OMTAB1
BMS Cat (1064) 303 Arthur Street Fort Worth, TX 76107	800-456-2940 567-332-2770 (Alternate)	HG777	Document Restoration	P2OMDEB4MA
Boyer Coffee (1044) 72 Washington Street Denver, CO 80222-9	453-289-3345	XS213	Food	P2OMDEB5EX
Building Management (1070)	453-773-0040	LT-5544	Emergency Response	P2OMDEB6FA
Building Security (1069)	453-779-9753	TRE345	Emergency Response	P2OMDEB6LE
Business Concepts, Inc. (1045) 2400 West Adams Avenue Littleton, CO 80120	303-730-6121	JF-908	Furniture	P2OMDEB5SE
C.G. Rein Galleries (1047) 20 Market Street Denver, CO 80206	453-292-2622	KTY-766	Art	P2OMDEB6RI
Capital Markets (1032) 140 Broadway New York, NY 10005	796-841-7622		Software	
Castleton Fire Department (1074)	773-771-9151		Emergency Response	
Certified Business Services (1046) The Nine Flags Building Denver, CO 80206	643-321-3453		Supplies	

Vendor Representative Dictionary

Omni Enterprises
Business Continuity Plan
Origination Date 2/16/98

Vendor Name	*Vendor Representative*	*Phone Numbers*
Blaze SSI Systems (1001)	Tom Kelly (VR500000003)	212-908-7744
Castleton Fire Department (1074)	Tony Chu (Fir 001) 60 Queens Rd Denver, Co 94902	
County Sheriff (1073)	Kimberly Boltz (Cou001) J-20 Hillsdale Rd Narberth, CO 19402	610-394-5930 610-395-2920 (Home)
Hospital (Emergency Room) (1076)	Kathryn Manning (Hosp 001) 88 Junction Rd Denver, CO 92849	
IDSI (1006)	Thomas McNally (VR100000001) 200 N. Gope Avenue Philadelphia, PA 19009-9900	610-971-9431 x 123 215-687-5543 (Home)
NCR (1008)	Jack Quincy (VR500000002) Maureen Hawkins (VR500000001)	
Police (1071)	Jack Bright (pol001) 110 Gale Rd Burks, Co 19029	610-392-3930 610-334-2943 (Home)

Vendor Representative Internal Contact
Response Phase
300 Valley Drive

Omni Enterprises
Business Continuity Plan
Origination Date 2/16/98

Internal Contact	*Company*	*Vendor Representative*
Lee Beecham	Business Concepts, Inc. (Furniture) 2400 West Adams Avenue Littleton, CO 80120 303-730-6121	Jane Russell
Thomas Adams	Scott Rice (Office Supplies) 5353 Bannock Denver, CO 80216 673-297-1122	Thomas Verbleek
Trisha Armour	Edgewater Office Products (Equipment) 90 Rio Grande Blvd Darren, CO 80223 453-534-3416	Heather Allen

Vendor Representatives

Response Phase
300 Valley Drive

Omni Enterprises
Business Continuity Plan
Origination Date 2/16/98

Company Name	***Vendor Representative***	***Internal Contact***
Business Concepts, Inc. (1045) 2400 West Adams Avenue Littleton, CO 80120 303-730-6121	Jane Russell	Lee Beecham
Edgewater Office Products (1051) 90 Rio Grande Blvd Darren, CO 80223 453-534-3416	Heather Allen	Trisha Armour
Scott Rice (1002) 5353 Bannock Denver, CO 80216 673-297-1122	Thomas Verbleek	Thomas Adams

Vendor Services
Response Phase
300 Valley Drive

Omni Enterprises
Business Continuity Plan
Origination Date 2/16/98

Vendor Name	***Service***	***Item***	***Vendor Representative***
Scott Rice (1002)	Equipment	Generators	Thomas Verbleek
Business Concepts, Inc. (1045)	Supplies	Diskettes	Jane Russell
Edgewater Office Products (1051)	Furniture	Cubicles	Heather Allen

Vendors by Name

Response Phase
300 Valley Drive

Omni Enterprises
Business Continuity Plan
Origination Date 2/16/98

Eclipse Computer Systems (Personal Computer)
893-432-2222
1250 Trotters Ridge Parkway
Suite 100
Aurora, CO 80287

Muller Data Corp (Online Services)
987-766-2582
542-766-2724 (Alternate)
161 William Street
New York, NY 10038

Hanifen Inhoff (Traders)
303-277-2300
1125 17th Street
Suite 1700
Denver, CO 80202
Agreement - 42219009

The Home Insurance Company (Insurance)
658-500-4754
505 North Brand Blvd.
15th Floor
Gelndale, CA 91203
Agreement - GT13264

Fidelity Investors (Mutual Funds)
800-477-7020
World Trade Center ZR5
164 Northern Avenue
Boston, MA 02210
Agreement - 50615

Paper Systems (Computer Paper)
883-741-0880
7108 South Alton Way
Building H
Englewood, CO 30112

Business Concepts, Inc. (Furniture)
303-730-6121
2400 West Adams Avenue
Littleton, CO 80120
Agreement - JF-908

Pitney Bowes (Equipment)
443-837-8370
800-527-0004 (Alternate)
Walter Drive
Suite 500, Room 3
Stamford, CT 06926
Agreement - A510

DTC (Online Services)
882-709-1627
P.O. Box 378
Bowling Green Station
New York, NY 10005

Quotron Systems, Inc. (Hardware)
800-377-6610
5454 Beethoven Street
P.O. Box 66914
Los Angeles, CA 90066

Drefus Services Corporation (Mutual Funds)
800-881-9500
800 West 6th Street
Suite 1000
Los Angeles, CA 90017
Agreement - Dealer 0617

Tolin Mechanical Systems (AC)
453-455-1645
450 West 42nd Avenue
Denver, CO 80236
Agreement - 657

Marine Midland (Online Services)
916-841-5561
One Marine Midland Center
West Wing 1B, Level 1
Buffalo, NY 14203

Scott Rice (Office Supplies)
673-297-1122
5353 Bannock
Denver, CO 80216

Vital Records

- Vital Records by Department
- Vital Records by Name
- Vital Records Dictionary

Vital Records by Department
Response Phase
300 Valley Drive

Omni Enterprises
Business Continuity Plan
Origination Date 2/16/98

Department	Location	Media Type	Form Number	Required By
All Departments				
Procedures Manual (V5001) Backup	Building Five	Paper	P606	48 hours
Billing Services				
Business Continuation Plan (V5002)	Building Three	Disk	D500	3 weeks
BOS - FT lauderdale				
3745/ 900 Configuration data (V5007) Backup	Building Six	Diskette	88-DBF	1 week
BOS- Ft Lauderdale				
Telenex backup (VT16910064) Archive	Building Five	Microfiche	SD098	48 hours
Call Center				
Back-up tapes---Voice (VFTTE119) Backup	Ace Storage	Tape	234-KL	3 weeks
AT&T G3 Configuration (VFTTE111) Backup Archive	Building Two	Tape	23-TG	48 hours
Call Management- FT				
AT&T G3 Vector Descriptions (VT16910063) Archive		Paper	456-LJ	48 hours

Vital Records by Name
Response Phase
300 Valley Drive

Omni Enterprises
Business Continuity Plan
Origination Date 2/16/98

Record Name	Location	Media Type	Form Number	Required By
Procedures Manual (V5001)				
All Departments Backup	Building Five	Paper	P606	48 hours
Business Continuation Plan (V5002)				
Billing Services	Building Three	Disk	D500	3 weeks
3745/ 900 Configuration data (V5007)				
BOS - FT lauderdale Backup	Building Six	Diskette	88-DBF	2 weeks
Telenex backup (VT16910064)				
BOS- Ft Lauderdale Archive	Building Five	Microfiche	SD098	1 week
Back-up tapes---Voice (VFTTE119)				
Call Center Backup	Ace Storage	Tape	234-KL	48 hours
Call Center Backup Archive	Building Two	Tape	23-TG	48 hours
AT&T G3 Vector Descriptions (VT16910063)				
Call Management- FT Archive		Paper	456-LJ	24 hours

Vital Records Dictionary

Quality Assurance

Business Continuity Plan

Record Name	*Department*	*Location*	*Media Type*	*Required By*	*Backup*	*Archive*	*Form Number*	*Plan Dictionary*
052-527 EXCEL (VT12340001)	FINANCE	Acme Storage	Disk	48 hours			342-9	P1OMDEB4
Last Updated 07/08/00								
053-544 EXCEL (VT12340002)	FINANCE	Control Ctr-Tam	Tape	24 hours	✓	✓	PO-876	P1OMTAB1
Origin Source HR								
Last Updated 08/12/00								
053-545-032 DISC, AUTH CHBKS (VT12340003	FINANCE	Building Four	CD	1 Week	✓	✓		
Origin Source Acct								
Last Updated 06/30/00								

Question and Answer Processor

- Text Questions by Question Code
- Responses to Text Questions by Question
- Responses to Text Questions by Recipient

Text Questions by Question Code

Omni Enterprises
Business Continuity Plan

Question Code	*Answer Type*	*Question Text*
BIB1000	Yes/No Answer	Is the receipt of this resource (service/product) critical to the timing and efficiency of the services your organization provides?
BIB1010	Yes/No Answer	Does this resource (service/product) provide direct support of or information required to control operations?
BIB1020	Yes/No Answer	Does this resource (service/product) directly control the provision of services or support to clients?
BIB1030	Free Form Answer	How are other business activities dependent upon the timely availability of this resource (service/product)?
BIB1040	Yes/No Answer	Does this resource facilitate the movement of data/services/products to other business functions? If yes, identify the destination function in the following question.
BIB1050	Free Form Answer	If this resource facilitates the movement of data/services/products to other business functions, identify the destination function.
BIB1060	Yes/No Answer	Does this resource facilitate the movement of data/services/products from other business functions? If yes, identify the receiving function in the following question.
BIB1070	Free Form Answer	If this resource facilitates the movement of data/ services/products from other business functions, identify the receiving function.

Responses to Text Questions by Question

Omni Enterprises
Business Continuity Plan

Question Code	
BIB1000	Is the receipt of this resource (service/product) critical to the timing and efficiency of the services your organization provides?
Tom Jones	Yes

Responses to Text Questions by Recipient

Omni Enterprises
Business Continuity Plan

Tom Jones

Are there peak periods when the numbers of transactions or volume of activities is particularly large? If the answer is yes, identify those peak periods in the following question.

Yes

Identify any periods during the week, month or year when receiving this resource (service/product) is especially critical.

September through December

Does this resource facilitate the movement of data/services/products to other business functions? If yes, identify the destination function in the following question.

No

How are other business activities dependent upon the timely availability of this resource (service/product)?

Does this resource (service/product) directly control the provision of services or support to clients?

Yes

Does this resource (service/product) provide direct
support of or information required to control operations?

No

Is the receipt of this resource (service/product) critical to the timing and efficiency of the services your organization provides?

Yes

Workstations

- Workstation Configuration
- Workstation Deficiencies
- Workstation Dictionary
- Workstation Equipment
- Workstation Software
- Workstation Supplies
- Workstation Telecom
- Workstation Vital Records
- Workstations in Plans
- Workstations Recovery List

Workstation Configuration

Response Phase
300 Valley Drive

Company Name
Business Continuity Plan
Origination Date 8/25/00

Workstation	Software	Equipment	Supplies	Circuit/Telecom Code	Vital Records
Trading Station 0001 (S 1234000001)	3 LAN Connection 2 Microsoft Office Network Operating System Windows Environment 2 Infotax - Tax System Legal System Accounts Payable Accounts Receivable 2 Arcon - Trust System 20 1D8P8	2 LAN ACCESS 3 OMNI/586 250MB W/CD ROM HP LASER JET 4SI TAPE BACKUP UNIT 2 Telephone	10 INCOME NOTIFICATION 20 STATUS REPORTS 20 CHECK LOGIN 10 CHECK BINDER 2 CHECK REQUEST ADDITIONAL FEE 25 FEE BILLING INQ 5 FEE BLOCK MAINT 3 FEE PAYMENT CNG 50 CORP RESOLUTION	2 0001(10000) 0001(10000)	Transaction Hardcopy Trading Transaction Tape Backup
Trading Station 0002 (S 1234000002)	Excel V5.0 Harvard F20 for Windows LAN Connection LOTUS V4.0 for Windows 8 Microsoft Office Network Operating System Accounts Payable Accounts Receivable 3 1D8P8	DSD 2 POOMM WITH CISCO ROUTER LAN ACCESS 3 OMNI/586 250MB W/CD ROM HP DESKJET PLUS Telephone	15 BATCH CONTROL 100 ID TS 25 SERVICE REQUEST 400 INCOME NOTIFICATION 20 CHECK LOGIN 17 FEE BILLING INQ FEE BLOCK MAINT CORP RESOLUTION	3 0002(10000) 2 0002(10000) 0006(10000)	Transaction Hardcopy
Stock Station Lead 0001 (S 1234000003)	2 Excel V5.0 2 LAN Connection Microsoft Office 4 Novell V3.12 2 Windows Environment	2 POOMM WITH CISCO ROUTER 2 486/66 32MB RAM 2 GB DASD HP DESKJET PLUS	25 TIMESHEETS 2 PROMISSORY NOTE FILING STAMP	0009(10000)	Trading Transaction Tape Backup Stock Transaction Hardcopy
Stock Station 0004 (S 1234000004)	Microsoft Office Windows Environment 1D8P8	LAN ACCESS OMNI/586 250MB W/CD ROM 2 Telephone	SERVICE REQUEST TIMESHEETS HARD ASSET DEL	0003(10000) 3 0009(10000)	

Company Name - PROPRIETARY (RESTRICTED)

1

Workstation Deficiencies
Response Phase
300 Valley Drive

Company Name
Business Continuity Plan
Origination Date 8/25/00

Workstation	Software	Equipment	Supplies	Circuit/Telecom Code	Vital Records
Trading Station 0002 (S12340000001)					

These workstations are designated to recover on Trading Station 0002. The following materials are missing from and must be installed on Trading Station 0002.

Trading Station 0001 (S12340000001) Omni Enterprises; Denver, Bldg. 3

Workstation	Software	Equipment	Supplies	Circuit/Telecom Code	Vital Records
	3 LAN Connection	2 LAN ACCE88	10 INCOME NOTIFICATION	20001 (TC001)	Transaction Hardcopy
	2 Microsoft Office	2 OMNI/566 270MB W/CD ROM	25 STATUS REPORTS	0003 (TC003)	Trading Transaction Tape Backup
	Network Operating System	HP LASER JET 4SI	20 CHECK LOGIN		
	Windows Environment	TAPE BACKUP UNIT	10 CHECK BINDER		
	2 Infotrax - Tax System	2 Telephone	2 CHECK REQUESTS		
	Legal System		ADDITIONAL FEE		
	Accounts Payable		25 FEE BILLING INQ		
	Accounts Receivable		5 FEE BLOCK MAINT		
	2 Arcus - Trust System		5 FEE PAYMENT CHG		
	20 LDRPS		99 CORP RESOLUTION		

Stock Station 0004
(S12340000003)

These workstations are designated to recover on Stock Station 0004. The following materials are missing from and must be installed on Stock Station 0004.

Stock Station Lead 0001 (S12340000003) Omni Enterprises; Denver, Bldg. 1

Workstation	Software	Equipment	Supplies	Circuit/Telecom Code	Vital Records
	2 Excel V5.0	2 PCOMM WITH CISCO ROUTER	75 TIMESHEETS	0009 (TC009)	Trading Transaction Tape Backup
	2 LAN Connection	2 486/66 32MB RAM 2 GB DASD	2 PROMISSORY NOTE		Stock Transaction Hardcopy
	Microsoft Office	HP DESKJET PLUS	FILING STAMP		
	4 Novell V3.12				
	2 Windows Environment				

Company Name - PROPRIETARY (RESTRICTED) 1

Workstation Dictionary

Company Name
Business Continuity Plan
Origination Date 8/25/00

Seat/Workstation

Trading Station 0001 (S12340000001)

Type	Trading	Location	Building Three
Number	32-Prim-0001A	Floor	Two
Phone Number	222-333-4444	Area	Primary Trading
		Plan Dictionary	P1OMDEB3

Trading Station 0002 (S12340000002)

Type	Trading	Location	Building Three
Number	33-secd-0002	Floor	Three
Phone Number	222-345-1234	Area	Secondary Trading
		Plan Dictionary	P1OMDEB3

Stock Station Lead 0001 (S12340000003)

Type	Stk Analys	Location	Building Six
Number	63-Stk-001	Floor	Three
Phone Number	234-345-4567		
		Plan Dictionary	P1OMDEB3

Stock Station 0004 (S12340000004)

Type	Stocks	Location	Building Three
Number	34-stk0004	Floor	Four
Phone Number	987-876-9876		
		Plan Dictionary	P1OMDEB3

Stock Station 0002 (S12340000005)

Type	Stk Analys	Location	Building Two
Number	21-Stk0002	Floor	One
Phone Number	234-234-2345		
		Plan Dictionary	P1OMDEB3

Recovery Station 001X (S12340000006)

Type	Steno Pool	Location	Building Five
Number	RS-50-001X	Floor	One
Phone Number	555-1212	Area	Receptionist
		Plan Dictionary	P1OMDEB4

Company Name - PROPRIETARY (RESTRICTED) 1

Workstation Equipment
Response Phase
300 Valley Drive

Company Name
Business Continuity Plan
Origination Date 8/25/00

Trading Station 0001 (S12340000001)

Equipment Type	PC				
Description	OMNI/566 270MB W/CD ROM			Standard Lead Time	6
Quantity	2			Critical Lead Time	2
Model #	DELL			Percent Utilized	100
Equipment Type	PRINTER			Not Required for Recovery	
Description	HP LASER JET 4SI			Standard Lead Time	7
Quantity	1			Critical Lead Time	5
Model #	LASER				
Equipment Type	TAPE DRIVE				
Description	TAPE BACKUP UNIT			Standard Lead Time	5
Quantity	1			Critical Lead Time	3
Model #	MAYNARD			Percent Utilized	15
Equipment Type	telephone				
Description	Telephone			Standard Lead Time	3
Quantity	2	Equipment Group	office	Critical Lead Time	1
Model #	AT&T			Percent Utilized	75
Equipment Type	CONNECTION				
Description	LAN ACCESS			Standard Lead Time	2
Quantity	2			Critical Lead Time	1
Model #	NOT STATED			Percent Utilized	100

Trading Station 0002 (S12340000002)

Equipment Type	CARTRIDGE DRIVE				
Description	TZ85				
Quantity	1				
Model #	DEC			Percent Utilized	10
Equipment Type	CONNECTION				
Description	PCOMM WITH CISCO ROUTER			Standard Lead Time	8
Quantity	2			Critical Lead Time	4
Model #	GATEWAY TO MF	Serial #	fsfsd		
Equipment Type	CONNECTION			Not Required for Recovery	
Description	LAN ACCESS				
Quantity	1				
Model #	NOT STATED				

Company Name - PROPRIETARY (RESTRICTED) 1

Workstation Software
Response Phase
300 Valley Drive

Company Name
Business Continuity Plan
Origination Date 8/25/00

Trading Station 0001 (S12340000001)

Arcus - Trust System		Not Required for Recovery					
Software Type	Midrange						
Quantity Required	2						
LAN Connection							
Software Type	PC/LAN Sof	Release	6.0.123.4	License #	XYZA-BC123		
Quantity Required	3	Software Level	VS 6.0	Library Information	test 2		
LDRPS							
Software Type	PC/LAN sof						
Quantity Required	20	Software Level	v.8				
Accounts Receivable							
Software Type	Midrange						
Quantity Required	1						
Accounts Payable							
Software Type	Midrange						
Quantity Required	1						
Legal System		Not Required for Recovery					
Software Type	Midrange						
Quantity Required	1						
Infotrax - Tax System		Not Required for Recovery					
Software Type	Midrange						
Quantity Required	2						
Windows Environment							
Software Type	PC/LAN Sof	Release	NT 4.0	License #	Y12-UOI8-789		
Quantity Required	1			Library Information	Library test 1		
Network Operating System							
Software Type	PC/LAN Sof						
Quantity Required	1						

Company Name - PROPRIETARY (RESTRICTED) **1**

Workstation Supplies | **Company Name**
Response Phase | *Business Continuity Plan*
300 Valley Drive | *Origination Date 8/25/00*

Trading Station 0001 (S12340000001)

ADDITIONAL FEE (20024)

Lead Time	4	Offsite Vault
Quantity	1	

CHECK BINDER (20008)

		Not Required for Recovery
Category	Payroll	Stock Agreement
Lead Time	4	Offsite Vault
Quantity	10	

CHECK LOGIN (20007)

Category	Finance	
Lead Time	1	Offsite Vault
Quantity	20	

CHECK REQUESTS (20010)

		Not Required for Recovery
Category	A/R	Stock Agreement
Lead Time	2	
Quantity	2	

CORP RESOLUTION (20035)

Category	Management	Stock Agreement
Lead Time	2	Offsite Vault
Quantity	99	

FEE BILLING INQ (20025)

		Stock Agreement
Lead Time	6	Offsite Vault
Quantity	25	

FEE BLOCK MAINT (20028)

		Not Required for Recovery
		Stock Agreement
Lead Time	24	Offsite Vault
Quantity	5	

FEE PAYMENT CHG (20030)

		Not Required for Recovery
	0	
Quantity	5	

INCOME NOTIFICATION (20004)

Category	Finance	Stock Agreement

Company Name - PROPRIETARY (RESTRICTED) 1

Workstation Telecom
Response Phase
300 Valley Drive

Company Name
Business Continuity Plan
Origination Date 8/25/00

Trading Station 0001 (S12340000001)

0001 (TC001)

Critical Lead Time	2	Standard Lead Time	3	Percent Utilized	90
Quantity	2				

0003 (TC003)

		Not Required for Recovery			
Critical Lead Time	7	Standard Lead Time	10	Percent Utilized	50
Quantity	1				

Trading Station 0002 (S12340000002)

0002 (TC002)

Critical Lead Time	4	Standard Lead Time	5	Percent Utilized	55
Quantity	3				

0003 (TC003)

Critical Lead Time	6	Standard Lead Time	7	Percent Utilized	90
Quantity	2				

0008 (TC008)

Critical Lead Time	1	Standard Lead Time	2	Percent Utilized	100
Quantity	1				

Stock Station Lead 0001 (S12340000003)

0009 (TC009)

Critical Lead Time	3	Standard Lead Time	5	Percent Utilized	95
Quantity	1				

Stock Station 0004 (S12340000004)

0003 (TC003)

		Not Required for Recovery			
Critical Lead Time	5	Standard Lead Time	7	Percent Utilized	45
Quantity	1				

0009 (TC009)

Critical Lead Time	1	Standard Lead Time	2	Percent Utilized	100
Quantity	3				

Issue Number

Company Name - PROPRIETARY (RESTRICTED) **1**

Workstation Vital Records
Response Phase
300 Valley Drive

Company Name
Business Continuity Plan
Origination Date 8/25/00

Trading Station 0001 (S12340000001)

Trading Transaction Tape Backup (VT12340002)

Department	Trading	Origin Source	Denver Bkup
Location	Ace Storage	Archive	✓
		Backup	✓
Media Type	Cartridge		

Transaction Hardcopy (VT12340001)

Department	Trading	Origin Source	Trad-32-0001
Location	Ace Storage	Archive	✓
Form Number	Trad-TH001	Backup	✓
Media Type	Paper		

Trading Station 0002 (S12340000002)

Transaction Hardcopy (VT12340001)

Department	Trading	Origin Source	Trad-32-0001
Location	Ace Storage	Archive	✓
Form Number	Trad-TH001	Backup	✓
Media Type	Paper		

Stock Station Lead 0001 (S12340000003)

Trading Transaction Tape Backup (VT12340002)

Department	Trading	Origin Source	Denver Bkup
Location	Ace Storage	Archive	✓
		Backup	✓
Media Type	Cartridge		

Stock Transaction Hardcopy (VT12340003)

Department	Stock	Origin Source	ST-32-0001
Location	Ace Storage	Archive	✓
Form Number	STH-3201		
Media Type	Paper		

Stock Station 0002 (S12340000005)

Stock Transaction Hardcopy (VT12340003)

Department	Stock	Origin Source	ST-32-0001
Location	Ace Storage	Archive	✓
Form Number	STH-3201		
Media Type	Paper		

Company Name - PROPRIETARY (RESTRICTED) **1**

Workstations In Plans
Response Phase
300 Valley Drive

Company Name
Business Continuity Plan
Origination Date 8/25/00

Workstation

Stock Station 0002 (S12340000005)

Type	Stk Analys	Location	Building Two
Number	21-Stk0002	Floor	One
Phone Number	234-234-2345	Plan Dictionary	P1OMDEB3
Employee	Feca Bryant (6013)		
Team Name	Emergency Response	Recovery Seat	S12340000006
Team Position	Team Leader-Alt.	Recovery Area	P1OMDEB4

Stock Station 0004 (S12340000004)

Type	Stocks	Location	Building Three
Number	34-stk0004	Floor	Four
Phone Number	987-876-9876	Plan Dictionary	P1OMDEB3
Employee	Lee Beecham (6094)		
Team Name	Emergency Management	Recovery Seat	S12340000006
Team Position	Team Leader-Alt.	Recovery Area	P1OMDEB4

Stock Station Lead 0001 (S12340000003)

Type	Stk Analys	Location	Building Six
Number	63-Stk-001	Floor	Three
Phone Number	234-345-4567	Plan Dictionary	P1OMDEB3
Employee	Sara Iverski (6080)		
Team Name	Emergency Response	Recovery Seat	S12340000004
Team Position	Team Leader	Recovery Area	P1OMDEB3

Trading Station 0001 (S12340000001)

Type	Trading	Location	Building Three
Number	32-Prim-0001A	Floor	Two
Phone Number	222-333-4444	Area	Primary Trading
		Plan Dictionary	P1OMDEB3
Employee	Felicia Erickson (6003)	Recovery Seat	S12340000002
		Recovery Area	P1OMDEB3

Trading Station 0002 (S12340000002)

Type	Trading	Location	Building Three
Number	33-secd-0002	Floor	Three
Phone Number	222-345-1234	Area	Secondary Trading
		Plan Dictionary	P1OMDEB3
Employee	Maria Ryvon (6067)	Recovery Seat	S12340000006
		Recovery Area	P1OMDEB4

Company Name - PROPRIETARY (RESTRICTED) 1

Workstations Recovery List
Response Phase
300 Valley Drive

Company Name
Business Continuity Plan
Origination Date 8/25/00

Workstation	Person	Recovers In	Displaces
300 Valley Drive			
❑ **Trading Station 0001** (S12340000001)	Felicia Erickson (6003)	*Omni Enterprises, Denver, Bldg. 3* Trading Station 0002 (S12340000002)	Maria Ryvon (6067)
❑ **Trading Station 0002** (S12340000002)	Maria Ryvon (6067)	*Omni Enterprises, Denver, Bldg. 4* Recovery Station 001X (S12340000006)	Annie Korth (6007)
❑ **Stock Station Lead 0001** (S12340000003)	Sara Iverski (6080)	*Omni Enterprises, Denver, Bldg. 3* Stock Station 0004 (S12340000004)	Lee Beecham (6094)
❑ **Stock Station 0004** (S12340000004)	Lee Beecham (6094)	*Omni Enterprises, Denver, Bldg. 4* Recovery Station 001X (S12340000006)	Annie Korth (6007)
❑ **Stock Station 0002** (S12340000005)	Feca Bryant (6013)	*Omni Enterprises, Denver, Bldg. 4* Recovery Station 001X (S12340000006)	Annie Korth (6007)

Company Name - PROPRIETARY (RESTRICTED) **1**

Security

- Field Access Security by Group
- User ID Security
- User ID Special Functions

Field Access Security By Group

Omni Enterprises
Business Continuity Plan
Origination Date 2/17/98

DEFAULT

Assign Team Positions
Position
Approval Limit
Priority
Critical
Assign Employees
Assign Cust Reps
Assign Vend Reps
Assign Tasks

Assign Team Tasks
Assign
Insert
Remove
Duration (Details)
Note (Details)
Define Task
Dependent Tasks

Assign Vend Reps to Position
Assign
Remove
Critical (Details)
Primary (Details)
Priority (Details)

Assign Vendor Reps
Employee ID
First Name
Last Name

Assign Vendor Reps to Service
Assign
Remove

Assign Vendor Services
Service
Item
Emergency (Lead Times)
Normal (Lead Times)
Assign Reps to Service

Assign Vital Records to Process
Assign
Remove

Attribute Dictionary
Attribute (Attribute Definition)
Description (Attribute Definition)

Customer Dictionary
Customer ID
Plan Dictionary
Customer Name
Address 1
Address 2
Address 3
City
State
Zip
Zip Ext
Telephone
Ext
Alternate Phone
Ext
Define Reps

Customer Reps
Customer Rep. ID (Representative Name)
First Name (Representative Name)
Last Name (Representative Name)
Position (Representative Name)
Address 1 (Representative Name)
Address 2 (Representative Name)
Address 3 (Representative Name)
City (Representative Name)
State (Representative Name)
Zip (Representative Name)
- (Representative Name)
Home (Telephone Numbers)
Work (Telephone Numbers)
Ext (Telephone Numbers)

Customers
Assign Reps
Assign Services

Define Phase Design
Phase Code
Starting Position
Length
Description

Define Phase Names
Phase Code
Phase Description

Define Report Groups
Group Name
Description
Assign Reports

User ID Plan Access

Company Name
Business Continuity Plan
Origination Date 9/5/00

		Edit Plan Access	Read Only Plan Access	Plan Dictionary Access	Include Subplans
DISASTER RECOVERY					
Security Group: Default Security Sett	All Plans	✓	-	✓	✓
	Generic Dictionary	-	-	✓	✓
Elvis Fersky					
Security Group: USER	Omni Enterprises, Denver, Colorado	✓	-	✓	✓
User ID: EFERSKY (9/5/00)	Generic Dictionary	-	-	✓	✓
Jamal Lewinsky					
Security Group: Default Security Sett	Omni Enterprises	✓	-	✓	✓
User ID: JLEWINSKY (9/5/00)	Omni Enterprises	-	-	✓	✓
Guern O Blanston					
Security Group: USER	All Plans	✓	-	✓	✓
	Generic Dictionary	-	-	✓	✓

User ID Special Functions

Omni Enterprises
Business Continuity Plan
Origination Date 2/19/98

	Security Group	Can Customize Edit Windows	View Plan Dictionary Tab	View Branch Dictionary Tab	View All Dictionaries Tab	Audit/History Trail	View/Edit Related Records	View OLE Objects	Edit OLE Objects	Can Access Plan Manager
Bill B. Brown ID Name: BILL (2/17/98)	USER	-	-	-	-	✓	-	✓	✓	✓
DISASTER RECOVERY	DEFAULT	✓	✓	✓	✓	✓	✓	✓	✓	✓
Jeff J. Jones ID Name: JEFF (2/17/98)	USER	-	-	-	-	✓	✓	✓	✓	✓
Mike Martin ID Name: MIKE (2/18/98)	SuperUser	-	-	-	-	✓	✓	✓	✓	✓
Full O' Hope	USER	-	-	-	✓	✓	✓	✓	✓	✓
Vlad Robinson ID Name: VLAD (2/18/98)	DEFAULT	-	-	-	-	-	-	-	-	✓
Olga Perez ID Name: OLGA (2/18/98)	DEFAULT	-	-	-	-	✓	✓	✓	✓	✓

Index

A

B

E

F

S

T

U

V

W